Memorandum

Date:

December 18, 2008

To:

Central Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Bakersfield Area

File No.:

420.11428.12958

Subject:

BAKERSFIELD AREA RESOURCES MANAGEMENT INSPECTION

RESPONSE

I have reviewed the inspection report for the Area Resource Management inspection which was conducted on October 8, 2008. I am pleased with the overall evaluation and know that my staff works diligently to provide a superior effort. Unfortunately, some minor discrepancies were identified.

Regarding the Office Management (chapter 5) evaluation, two of the discrepancies have been corrected and the third is currently in the process of being corrected. Our Office Services Supervisor completed a revised job description for the CHP 415 clerk on October 31, 2008, and the procedures manual for that position regarding CARS is currently being rewritten and should be complete no later than January 31, 2009. Administrative files not currently being used were eliminated when our clerical office was totally remodeled on November 4, 2008. Finally, on December 18, 2008, the security code on the postage meter was changed and is limited to personnel directly responsible for mail handling. Any questions regarding our corrective actions may be directed to me.

B. M. SMITH, Captain

Commander

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	MOWRED
BAKLRSEHLD	CENTRAL	420
Ens dul 184		SAIL
P. MeSHEEHY, OS	SI	10/08/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

Formal Evaluation	☐ Informal Evaluation	SUSPENSE DATE			
FOR OWNUP REGIMED ✓ Yes [-] No	Correction Report	COMMANDERS HERE IV		DATE	
1. CLERICAL TASKS		EVALUATED YES	ACTION REQUIRED	10/08/2	
a. Is the office well org	ganized?		11	✓ Yes	□ No
(1) Are there writte	n job descriptions?				
(a) Does cleric	al staff have their job description at their	desk?		✓ Yes	□ No
	al staff understand what is expected of the			☑ Yes	□ No
	ities grouped together to promote efficier			✓ Yes	□ No
	s are used, can clerical employees transc			✓ Yes	□ No
				✓ Yes	□ No
	aff knowledgeable in the use of personal				□No
	rical employee assume the duties of a cle	erical employee who is abs	sent?	✓ Yes	□No
	s Supervisor (OSS) effective?			✓ Yes	No
	perly apply management philosophies ar			√ Yes	□No
	e have the authority and backing necessa	ary to effectively supervise	subordinates?	√ Yes	□No
(b) Is the clerica	ll supervisor an effective manager?			✓ Yes	□No
(2) Does the OSS id	entify employes with supervisory potentia	al?		✓ Yes	□No
(a) Does he/she developmen	assist employees in the preparation of wt?	vritten plans for progressiv	e career	✓ Yes	□No
	interests been identified and educationa d the employees?			✓ Yes	□No
(c) Has the CHP Employee, b	120, Individual Development Plan for Fu een used to identify particular strengths ດ	uture Job Performance of I of the employees?	Permanent	✓ Yes,	□No
(3) Does the supervis	or set a good example?		- H. H	✓ Yes	
(a) Does he/she	show a willingness to assist subordinate	personnel?		 ☑ Yes	□No
(b) Does he/she	know when to act, when to delegate, and	d when to refer to a superv	visor?	✓ Yes	□No
	an one OSS, is the work and supervision		1/8	☐ Yes	□ No
(5) Does the OSS par	ticipate in Area staff meetings?		1/1/	✓ Yes	□No

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

2. FILING SYSTEM		YES		CHON REQUIRED	CORRECT	43
a. Is the Area's filing system in compliance with departm	nental qui	75. U007		1 Field Office		
, ne datae ;					Yes	☑ No
b. Are other files, i.e., permanent files, enforcement doc			d accordin	g to policy?	√ Yes	□ No
(1) How far back are accident reports being maintain	ied? 4 YR	S. ROTATINĞ			() 	
(2) Is there a filing backlog?					☐ Yes	☑ No
(3) Is there evidence of recent office review?				The second control of	✓ Yes	□ No
(4) How are Management and All Commanders Mem	norandum	s filed and purged	? MM-1	iled in number ord	ler. All Comr	
in order received. Purged at end of normal reten					411	
(5) Are Training and Information Bulletins filed?					✓ Yes	
(a) If so, how are they located? Filed in bindo	ers and loc	cated with a log sl	ncet.			
(6) Do all clerical employees understand the filing sys						
					✓ Yes	□No
The state of the s					✓ Yes	□No
(a) Do all supervisors take advantage of the susp		tem?			√ Yes	□No
c. Are personnel files properly secured and access limited					✓ Yes	□No
(1) Are the requirements of the Information Practices Act being followed?					✓ Yes	□No
(2) Is a periodic review done on a regular basis?					✓ Yes	□No
(a) If so, how often? At the time of annual review				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
(3) Is annual employee review and updating conducted					✓ Yes	□No
(4) Are only required or permitted items contained in p	ersonnel	folders?				□No
SECURITY OF CRIMINAL RECORDS		YES	No	TION REQUIRED One	CORRECTED	
Have employees who have access to criminal offender stating they understand the regulations and policies per	record int taining to	ormation signed a these records?	an acknow	ledgment	☑ Yes	□No
(1) Has the Area designated a specific person to release	se crimina	al offender record	informatio	n?	✓ Yes	□No
(a) Do any other persons release this information?)				✓ Yes	□No
(b) Has the designated person completed the requ	ired train	ing?			✓ Yes	□No
(c) Are safeguards in place to verify telephone inqu	uiries prio	r to disclosure?			✓ Yes	□No
(2) Does each person that is designated to release info Record Information Release Log?	rmation n	naintain a CHP 26	3B, Crimi	nal Offender	Yes	□No
(a) Are entries maintained for the prescribed period	d of time?			NIA	Yes	□ No
FISCAL PROCEDURES		EVALUATED YES	ACT No	ION REQUIRED	CORRECTED	□ NO
 Have discrepancies on the most current audit reports be 	en correc	- C-60 CC			✓ Yes	□No

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

(1) Are all change fund and collections handled and processed according to policy?	✓ Yes	□No
(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☐ Yes	□No
(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?		□No
(d) Are collections and change funds safeguarded?	· — · · · · · Yes	□No
(e) Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□No
(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion? COUNTER RECEIPTS ONLY	☐ Yes	□No
(g) What specific guidelines are in place for security control and accountability? Quarterly audits, week	ly transmitta	ls. limited
access by employees.		
	-	
(h) Is a supervisor responsible for review of the system?	✓ Yes	□No
(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□No
(j) Are counter receipts and transmittal records prepared properly?	✓ Yes	□No
(k) Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□No
(2) Are security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
(a) Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
(b) Are valid authorizations on file?	✓ Yes	□No
(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
(d) Are there adequate procedures to ensure purchases are properly authorized?	☑ Yes	□No
(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	☑ Yes	□No
(3) Are X-Number services proper and within departmental and state policy?	✓ Yes	□No
(a) Are services procured over \$4,999.99?	☐ Yes	☑ No
(b) Is the amount limit circumvented by splitting procurements?	☐ Yes	☑ No
(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
(d) Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
(4) Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	☑ Yes	□No
(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
(b) Are purchases within established policy?	☑ Yes	□No
(c) Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	□No
(d) Is the bank card log completed properly?	✓ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

-	(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a super			✓ Yes	□No
-	(f) Is there a reconciliation of the monthly bank card statement, and			✓ Yes	□No
	b. What controls does the commander have in place to ensure timely transf	nittals of monie	es? Commander or des	signated em	ployee verific
	and signs the weekly transmittals.				M-119-12-13-13-13-13-13-13-13-13-13-13-13-13-13-
	(1) Are collections sent to Fiscal Management Section at the first occurre \$10,000 total collections, or at the close of business each Thursday?			✓ Yes	□No
	(2) Are monies received for DL45s, California Special Driver's Certificate evidence, etc., handled appropriately by coordinating transmittal with	, asset forfeitu the Area cash	re, relmbursables, ier?	✓ Yes	□No
	(3) Are "no collection" transmittals sent when appropriate?			√ Yes	□No
	(4) Do tire sale transactions comply with policy?			✓ Yes	□No
	c. Is security of the postage machine adequate?			✓ Yes	□No
	(1) Is the machine locked when not in use?		T	✓ Yes	□No
	(2) Is the meter reading documented as required?	11		✓ Yes	□No
	(3) Is there documentation of monies refunded or forwarded to Fiscal Ma postage machine is being repaired or replaced?	nagement Sec	tion when the	☐ Yes	□No
5. 5	SUPPLY REQUISITIONS (CHP 41) EVALUATES YES		ACTION REQUIRED	CORRECTE)
a	a. Are requisitions prepared properly?		1,000	✓ Yes	□No
	(1) Who prepares them? Office Tech/OSSII				*****
	(2) Has a practical stock level been established and maintained?	7-		✓ Yes	□No
	(3) Is there a system that notifies the staff when the quarterly requisition is	going to be p	repared?	✓ Yes	□No
	(a) Is the quarterly requisition period for this command adhered to?			✓ Yes	□No
	(b) Is there a high number of emergency requisitions?		***************************************		[7] N
b.				Yes	√ No
	b. Are items stored properly in a storeroom?			☐ Yes ☐ Yes	
	Are items stored properly in a storeroom?(1) Is there convenient access for regularly used items?				□No
			2	✓ Yes	□ No
SI	(1) Is there convenient access for regularly used items? (2) Have obsolete items been removed? EVALUATED YES		ACTION REQUIRED None	✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
sı	(1) Is there convenient access for regularly used items? (2) Have obsolete items been removed? SUPPLIES EVALUATED YES 1. Are all cameras assigned to the command accounted for?			✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
sı	(1) Is there convenient access for regularly used items? (2) Have obsolete items been removed? SUPPLIES EVALUATED YES 1. Are all cameras assigned to the command accounted for? (1) Are camera cases clean and do they contain the required accessories?			✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
SI	(1) Is there convenient access for regularly used items? (2) Have obsolete items been removed? SUPPLIES Are all cameras assigned to the command accounted for? (1) Are camera cases clean and do they contain the required accessories? (2) Is camera maintenance assigned to a particular individual?			✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No □ No
SI	(1) Is there convenient access for regularly used items? (2) Have obsolete items been removed? SUPPLIES Are all cameras assigned to the command accounted for? (1) Are camera cases clean and do they contain the required accessories? (2) Is camera maintenance assigned to a particular individual?			✓ Yes ✓ Yes ✓ Yes CORRECTED ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) Is there adequate security for extender batterie	s and other supplies?		☑ Yes	□ No
. OFF	ICE EQUIPMENT	EVALUATED YES	AGFIEN REQUIRED None	CONTRECT	12
a. /	Are office machines in good condition and properly		Lower	✓ Yes	□No
(1) Is the vendor complying with maintenance cont	ract provisions?	***************************************	✓ Yes	□ No
(:	2) Is there a shortage or surplus of machines?			☐ Yes	 ☑ No
b. 1:	s the Management Information System (MIS) used	properly?		✓ Yes	☐ No
(-	1) Who is authorized to use the equipment? All	elerical personnel and desig	mated officers.		
(2	2) How is training provided, and by whom? 1\	N coordinators, Comm. Cer	nor Supervisors.		
(3	Is there a usage schedule for uniformed and no	nuniformed personnel?	i+/A	☐Yes	√ No
(4) Are there controls in place to ensure confidentia	lity?		✓ Yes	□No
(5) Are all personnel aware of how to request repai	rs after normal business hou	rs?		□ No
(6) Is the MIS used to send messages to other office	es in lieu of formal memorar	ndums?	☐ Yes	✓ No
(7)	What system is used to ensure proper routing of N	IIS information? E-mail/phot	o copies if necessary.	5 111-12	
c. Ar	re personal computers used properly?	W	VIII VIII VIII VIII VIII VIII VIII VII	✓ Yes	☐ No
(1) Who is authorized to use the equipment? All	employees			
(2)	How is training provided, and by whom?	72 N			
) How is training provided, and by whom? 1,AN	Coordinator, any computer t	raining which might be offe.	red by HQ.	
	(a) How many employees are trained in its use	? All employees			
(3)	Are there restrictions on the time its used?	NA		☐Yes	☑ No
	(a) Is there a schedule for uniformed and nonur		1/A	☐ Yes	✓ No
(4)	Is confidential or sensitive information being store			☐ Yes	☑ No
	(a) If so, is the PC password protected?			☐ Yes	✓ No
N.	(b) Is confidential or sensitive information stored secure area?	on disks, CDs, or removab	le drives kept in a	✓ Yes	□No
(5)	What is the PC being used for? Daily work by	all employees			
(6)	Are controls present to prevent inappropriate/per	sonal use of the computer?			[] Nic
	, a protein inappropriate/pen	oonar age of the computer?		✓ Yes	□No

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT CHP 453E (Rev. 5-06) OPI 009

10 11010 0	systematic method of coordinating court appearance ma	atters?	The state of the s	✓ Yes	□ No
West Control of the Section	ORMATION PROCEDURES	YES	None	CORRECTED	
K PART BOOK OF BU	ere a specific date and time set aside for testing?			✓ Yes	□No
	are test disposed of? Shredded by the School Bus Or				
	Does the officer or coordinator take possession of the te			☑ Yes	□ No
(a)	Are exams graded in the presence of the applicant, and	missed questions disc	ussed?	✓ Yes	□No
	, and a street of teeling procedures?	Through school distric	r training facilities		115 1111
	Wara interacted median at the latest	Theory of action (1911)		✓ Yes	□ No
(1) Are	tests and test keys kept in a secure place?	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
a. Is school assigne	ol bus driver testing a special duty or a clerical function, or special Duty position.	r is a full-time school b	us coordinator		
	BUS DRIVER EXAMINATIONS	YES	None	CORRECTE	
	e officer substitutions for nonuniformed positions kept at a	minimum?	ACTION REQUIRED	✓ Yes	□No
	e limited duty personnel used for receptionist duties and a			☑ Yes	□No
	telephone service both efficient and effective?			✓ Yes	□No
	e backup personnel immediately available?			✓ Yes	□No
	rsons served promptly and courteously?			✓ Yes	□No
	so, are they adequate and effective?			Yes	☑ No
a. Does t	the office have extended office hours?			☐ Yes	✓ No
B. PUBLIC (CONTACTS	TVA UALID YES	None	CORPLETE	3
(11) Is	anti-virus software regularly utilized on all state-owned Po	Cs?		✓ Yes	□No
(10) A	re employees aware of the availability of assistance in res	olving computer relate	d problems?	✓ Yes	☐ No
		6776	tottle and the sector date. I make a		
	What procedures are in place to ensure out-of-date documersures that information is current and older forms are pur		ed: 1748 cooldinator	raviews peri	odically a
	Yes	☑ No			
	Are PC manuals and other documentation available to all u			✓ Yes	□ No
(7) #	a) Where applicable, are backup disks stored in a secure	2522			U 20 100

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

				· · · · · · · · · · · · · · · · · · ·	
(What controls are in place to ensure officers appear in	court? Area supervi	sors conduct periodic cheeks	on officers o	court
	appearances and documentation is made on the CTP-1	18 logs			
	(a) How are appearances minimized following cancella	alions? Subpocna Cl	erks notities officers by pho	ne or by writ	ten notice,
	(b) How are "short notice" cancellations minimized?	Notifications are mad	le as soon as the Court Clerk	is notified.	
) Are CHP 90s, Report of Court Appearance - Civil Actior appropriate cases?	n, properly distributed	and completed on all	✓ Yes	□No
(3) Who is responsible for managing the process? OSSI	1/Subpoena Clerk			
	(a) Are court officers performing duties that could be ha		sonnel?	☐ Yes	✓ No
1. DEP	ARTMENTAL MANUALS	EVALUATED YES	ACTION REQUIRED Notice	CORRECTE	>
a. Ar	e the number of authorized libraries being maintained?			✓ Yes	□No
(1)	Are the libraries convenient for those who must use the	m?		✓ Yes	□No
	(a) What controls are in place for "loaning" manuals to	employees? Emplo	oyees use designated librarie	es and return :	same to
	original location.				
(0)					
(2)	Are publications distinctively marked so they can be read			✓ Yes	□No
	(a) Are the number of libraries excessive or sufficient?				
	(b) Is there a listing available of what should be in each	library?		✓ Yes	□No
	Are publications kept up-to-date?				□No
(4)	Who files publication changes? The front desk officer	handles the filing of i	ıpdates.		
				1 C V	

CHAPTER 5
Bakersfield Area 420
10/08/2008

Item 1: Clerical Tasks

(1) The job description for the 415 desk is to be rewritten to include new instruction on the CARS program for A415 data entry. OSSII is aware and the change will be made as soon as possible.

Item 2: Filing System

a. The Administration Files are overdone. It was recommended that files not being used at the current time, be eliminated. OSSII is going to review the HPG 11.1 Field Office File Guide for reference in eliminating the extra files. Upon replacement of the current filing cabinets, these changes will be made.

Item 3: Security of Criminal Records

- (2) N/A
- (2a) N/A

Item 4: Fiscal Procedures

- (1b) DL45 receipts are no longer required to be sent to Accounting Section.
- (1f) N/A
- (2c) N/A
- (4c) A CHP 315 is used only when making a purchase through HQ on a Form CHP 43.
- b(4) Tire sales N/A
- c. Postage meter security. It is recommended that the security code on the postage meter be changed and that access to the code be limited to only those personnel directly responsible for mail procedures.
- c(3) N/A

Chapter 5 Bakersfield Area Pg. 2

Item 7: Office Equipment

(8) PC manuals and other documentation are removed from equipment when released from HQ to assigned areas.

Item 8: Public Contacts

a(1) Extended office hours were discontinued due to lack of public interest.

MISCELLANEOUS COMMENT:

It was noticed that one of the OA's has a coffee pot in her cubicle. It is recommended that this unit be placed somewhere else in the office in order to minimize spills on equipment, carpeting and paperwork. This may be considered a safety hazard by OSHA, or the Fire Marshall.

AREA MANAGEMENT EVAL OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

A DIVISION NUMBER
AKERSFIELD CENTRAL 420
LUATED BY DATE
McSHEEHY, OSSI 10/08/2008

INSTRUCTIONS: Indicate items "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION ☐ Formal Evaluation ☐ Informal Evaluation			SUSPENSE DATE				
FOLLOW-UP			☐ Correction Report	COMMANDER'S REVIE	W	DATE	
1. CLER	RICAL TASKS			EVALUATED YES	ACTION REQUIRED None	10/08/20	
a. Is	the office well	organized?				✓ Yes	□No
(1)) Are there wri	tten job des	criptions?			✓ Yes	□No
	(a) Does cle	erical staff h	ave their job description at their des	k?		✓ Yes	□No
	(b) Does cle	erical staff u	nderstand what is expected of them	1?		✓ Yes	□No
(2)) Are similar a	ctivities grou	uped together to promote efficiency	?	11	✓ Yes	□No
(3)) If tape record	lers are use	d, can clerical employees transcribe	e effectively?		✓ Yes	□No
(4)) Is the clerical security, etc.?		edgeable in the use of personal cor	mputers, filing requ	uirements, information		□No
(5)	Can another	clerical emp	oloyee assume the duties of a cleric	al employee who	is absent?	✓ Yes	□No
b. Is t	the Office Serv	ices Superv	isor (OSS) effective?			✓ Yes	☐ No
(1)	Does he/she	properly ap	ply management philosophies and	supervisory skills?			□No
***************************************	(a) Does he	she have th	ne authority and backing necessary	to effectively supe	ervise subordinates?	✓ Yes	□No
	(b) Is the cle	rical superv	risor an effective manager?			✓ Yes	□No
(2)	Does the OS	S identify er	nployes with supervisory potential?			✓ Yes	□No
	(a) Does he		employees in the preparation of writ	tten plans for prog	ressive career	✓ Yes	□No
		ecial interes orded the er	ts been identified and educational on mployees?	opportunities and/	or departmental training		□No
	(c) Has the (Employe	CHP 120, In e, been use	dividual Development Plan for Futued to identify particular strengths of	re Job Performar the employees?	nce of Permanent		□ No
(3)	Does the sup	ervisor set a	good example?				□No
	(a) Does he/	she show a	willingness to assist supordinate p	ersonnel?		✓ Yes	□No
	(b) Does he/	she know w	hen to act, when to delegate, and v	when to refer to a	supervisor?	✓ Yes	□No
(4)	If there is mor	e than one	OSS, is the work and supervision e	evenly distributed?	N/B	Yes	□No
(5)	Does the OSS	S participate	in Area staff meetings?	- (01330-c-1/2		✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

2. FILING SYSTEM	EVALUATED YES	ACTION REQUIRED Yes	CORRECTE	0
 a. Is the Area's filing system in compliance with depa File Guide? 	rtmental guidelines contained	in HPG 11.1, Field Office	Yes	✓No
b. Are other files, i.e., permanent files, enforcement of	✓ Yes	□No		
(1) How far back are accident reports being maint	ained? 4 YRS. ROTATING			10 (
(2) Is there a filing backlog?			☐ Yes	✓ No
(3) Is there evidence of recent office review?			✓ Yes	□No
(4) How are Management and All Commanders M	lemorandums filed and purge	ed? MM- filed in number or	der, All Comn	anders- filed
in order received. Purged at end of normal re				- Halicon
(5) Are Training and Information Bulletins filed?			✓ Yes	□No
(a) If so, how are they located? Filed in bi	nders and located with a log	sheet.		
				THE ASSESSMENT
(6) Do all clerical employees understand the filing	<u> </u>		✓ Yes	□No
(7) Does the Area have an effective suspense sys			✓ Yes	□No
(a) Do all supervisors take advantage of the s			✓ Yes	□No
c. Are personnel files properly secured and access lim	✓ Yes	□No		
(1) Are the requirements of the Information Practic	✓ Yes	□No		
(2) Is a periodic review done on a regular basis?	***			□No
(a) If so, how often? At the time of annual re	views.	7,154-13		
(3) Is annual employee review and updating condu	cted as required?			□No
(4) Are only required or permitted items contained it	in personnel folders?			□No
SECURITY OF CRIMINAL RECORDS	YES	ACTION REQUIRED None	CORRECTED	
Have employees who have access to criminal offend stating they understand the regulations and policies	der record information signed pertaining to these records?	d an acknowledgment		□No
(1) Has the Area designated a specific person to re	lease criminal offender recor	d information?	✓ Yes	□No
(a) Do any other persons release this informati	on?			□No
(b) Has the designated person completed the r	equired training?		✓ Yes	□No
(c) Are safeguards in place to verify telephone	inquiries prior to disclosure?		✓ Yes	□No
(2) Does each person that is designated to release Record Information Release Log?	☐ Yes	□No		
(a) Are entries maintained for the prescribed period of time?				□No
FISCAL PROCEDURES	YES	ACTION REQUIRED None	CORRECTED	
a. Have discrepancies on the most current audit reports	s been corrected?		✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(4) A. B. L		
(1) Are all change fund and collections handled and processed according to policy?	✓ Yes	□No
(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☐Yes	□No
(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□No
(d) Are collections and change funds safeguarded?	✓ Yes	 □ No
(e) Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□No
(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion? COUNTER REGEIPTS ONLY	☐Yes	□No
(g) What specific guidelines are in place for security control and accountability? Quarterly audits, week		
access by employees.		
(h) Is a supervisor responsible for review of the system?	☑ Yes	□No
(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□No
(j) Are counter receipts and transmittal records prepared properly?	✓ Yes	□No
(k) Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□No
(2) Are security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
(a) Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□ No
(b) Are valid authorizations on file?	☑ Yes	□No
(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
(d) Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□ No
(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	 ∏ No
(3) Are X-Number services proper and within departmental and state policy?	✓ Yes	□ No
(a) Are services procured over \$4,999.99?	Yes	
(b) Is the amount limit circumvented by splitting procurements?		☑ No
(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	Yes	☑ No
(d) Do invoices itemize charges and reference X-Numbers?	✓ Yes	□ No
(4) Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	No
(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	No
(b) Are purchases within established policy?	✓ Yes	□No
(c) Are three price quotations obtained and documented on a CHP 315X?		□ No
(d) Is the bank card log completed properly?	✓ Yes	□ No
(2) 15 die Builk Card fog Completeu propeny?	✓ Yes ✓ Yes	□ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

			Are invoices and CHP 317, CAL-Card Log, reviewed			✓ Yes	□No
_			Is there a reconciliation of the monthly bank card state			✓ Yes	□No
_			ontrols does the commander have in place to ensure tir	nely transmittals of monie	es? Commander or desi	gnated emp	oloyee verifie
	દા	nd sig	ns the weekly transmittals.				
	(1) Are \$10	e collections sent to Fiscal Management Section at the f 0,000 total collections, or at the close of business each	irst occurrence of \$1,000 Fhursday?	in cash and	✓ Yes	□No
	(2) Are	monies received for DL45s, California Special Driver's dence, etc., handled appropriately by coordinating trans	Certificate, asset forfeitu mittal with the Area cash	re, reimbursables, ier?	✓ Yes	□No
	(3) Are	"no collection" transmittals sent when appropriate?			✓ Yes	□No
	(4) Do	tire sale transactions comply with policy?			✓ Yes	□No
	c. Is	securi	ty of the postage machine adequate?			✓ Yes	□No
	(1)	ls th	ne machine locked when not in use?			✓ Yes	□No
_	(2)	Is th	ne meter reading documented as required?			✓ Yes	□No
	(3)	Is th post	ere documentation of monies refunded or forwarded to age machine is being repaired or replaced?	Fiscal Management Sec	tion when the	☐ Yes	□No
5.	SUPP	YRE	QUISITIONS (CHP 41)	EVALUATED YES	ACTION REQUIRED	CORRECTED)
á	a. Are	requ	isitions prepared properly?			✓ Yes	□No
	(1)	Who	prepares them? Office Tech/OSSII				
	(2)	Has	a practical stock level been established and maintained	1?	-	✓ Yes	□No
	(3)	Is the	ere a system that notifies the staff when the quarterly re	equisition is going to be p	repared?	✓ Yes	□No
		(a)	s the quarterly requisition period for this command adh	ered to?		✓ Yes	□No
		(b) I	s there a high number of emergency requisitions?			Yes	✓ No
b	. Are	items	stored properly in a storeroom?			✓ Yes	□No
_	(1)	Is the	re convenient access for regularly used items?			✓ Yes	□No
_	(2)	Have	obsolete items been removed?			✓ Yes	□No
S	UPPL	IES		YES	ACTION REQUIRED Notic	CORRECTED	
a.	Are	all car	neras assigned to the command accounted for?			✓ Yes	□No
	(1)	Are ca	amera cases clean and do they contain the required ac	cessories?	(49)	✓ Yes	□No
	(2)	ls can	nera maintenance assigned to a particular individual?			✓ Yes	□No
		(a) V	hat is his/her preventative maintenance schedule? (Thecked on yearly by the	e Sergeant who is assign	ed to main	tain them.
					Venne de la company de la comp		
b.	Are a	all exte	enders assigned to the command accounted for?		20-11-30(2-11-12-4) (H.H.O.S. 32-20-0-22-1)	✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) Is there adequate security for extender batteries and other supplies?			
		✓ Yes	□No
OFFICE EQUIPMENT EVALUATED YES	None None	CORRECTE	D
a. Are office machines in good condition and properly maintained?		✓ Yes	□No
(1) Is the vendor complying with maintenance contract provisions?	****	✓ Yes	□No
(2) Is there a shortage or surplus of machines?	E	☐ Yes	☑ No
b. Is the Management Information System (MIS) used properly?		✓ Yes	□No
(1) Who is authorized to use the equipment? All clerical personnel and desi	gnated officers,		
(2) How is training provided, and by whom? I.AN coordinators, Comm. Co	nter Supervisors,		
(3) Is there a usage schedule for uniformed and nonuniformed personnel?	H/A	□Yes	☑ No
(4) Are there controls in place to ensure confidentiality?		✓ Yes	□No
(5) Are all personnel aware of how to request repairs after normal business hou	ırs?	✓ Yes	□No
(6) Is the MIS used to send messages to other offices in lieu of formal memoral	☐ Yes	✓ No	
7) What system is used to ensure proper routing of MIS information? E-mail/pho	to copies if necessary.		
Are personal computers used properly?			
(1) Who is authorized to use the equipment? All employees		✓ Yes	□ No
/d) \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	training which might be off	**************************************	□ No
(1) Who is authorized to use the equipment? All employees	training which might be off	**************************************	No
(1) Who is authorized to use the equipment? All employees(2) How is training provided, and by whom? 1.AN Coordinator, any computer	training which might be off	**************************************	□ No
(1) Who is authorized to use the equipment? All employees (2) How is training provided, and by whom? 1.AN Coordinator, any computer (a) How many employees are trained in its use? All employees (3) Are there restrictions on the time its used?	training which might be off	ered by HQ.	
 (1) Who is authorized to use the equipment? All employees (2) How is training provided, and by whom? 1.AN Coordinator, any computer (a) How many employees are trained in its use? All employees (3) Are there restrictions on the time its used? All employees? (a) Is there a schedule for uniformed and nonuniformed employees? 		ered by HQ.	☑ No
(1) Who is authorized to use the equipment? All employees (2) How is training provided, and by whom? 1.AN Coordinator, any computer (a) How many employees are trained in its use? All employees (3) Are there restrictions on the time its used?		ered by {{Q.	☑ No ☑ No
(1) Who is authorized to use the equipment? All employees (2) How is training provided, and by whom? LAN Coordinator, any computer (a) How many employees are trained in its use? All employees (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniformed employees? (4) Is confidential or sensitive information being stored on a PC hard drive?	1/p	Perced by {IQ.	☑ No ☑ No ☑ No
 (1) Who is authorized to use the equipment? All employees (2) How is training provided, and by whom? LAN Coordinator, any computer (a) How many employees are trained in its use? All employees (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniformed employees? (4) Is confidential or sensitive information being stored on a PC hard drive? (a) If so, is the PC password protected? (b) Is confidential or sensitive information stored on disks, CDs, or removable. 	1/p	Yes Yes Yes Yes	☑ No ☑ No ☑ No ☑ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(7) Are backup procedures being performed on a regular ba	sis?		✓ Yes	□No
(a) Where applicable, are backup disks stored in a secu	Yes	□No		
(8) Are PC manuals and other documentation available to al	l users?		☐ Yes	☑No
(9) What procedures are in place to ensure out-of-date docu	ments and files are pu	rged? LAN coordinator	reviews peric	dically and
ensures that information is current and older forms are p	ourged,			
(10) Are employees aware of the availability of assistance in r		ated problems?	✓ Yes	□No
(11) Is anti-virus software regularly utilized on all state-owned			✓ Yes	□No
8: PUBLIC CONTACTS	YES	ACTION REQUIRED None	CORRECTED	
a. Does the office have extended office hours?			Yes	☑ No
(1) If so, are they adequate and effective?			☐ Yes	☑No
b. Are persons served promptly and courteously?	1900		✓ Yes	□No
(1) Are backup personnel immediately available?			✓ Yes	□No
(2) Is telephone service both efficient and effective?	✓ Yes	□No		
(3) Are limited duty personnel used for receptionist duties and	d answering telephone	es?	✓ Yes	□No
(4) Are officer substitutions for nonuniformed positions kept a	t a minimum?		✓ Yes	□No
9. SCHOOL BUS DRIVER EXAMINATIONS	CORRECTED)		
a. Is school bus driver testing a special duty or a clerical function assigned?	, or is a full-time school	ol bus coordinator		
(1) Are tests and test keys kept in a secure place?			Yes	No
(2) How are interested parties advised of testing procedures?	Through school dis	trict training facilities		
(a) Are evalue graded in the pressure of the life				
(a) Are exams graded in the presence of the applicant, as			✓ Yes	□ No
(b) Does the officer or coordinator take possession of the (3) How are test disposed of? Shredded by the School Bus		ccordingly?	✓ Yes	□ No
(3) How are test disposed of?—Shredded by the School Bus	Officer.			
(4) Is there a specific date and time set aside for testing?	MIT (1) - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -		✓ Yes	□No
). COURT INFORMATION PROCEDURES	EVALUATED YES	None	CORRECTED	(C)
a. Is there a systematic method of coordinating court appearance			l ✓ Yes	□No
			I THE REAL PROPERTY AND ADDRESS OF THE PARTY A	The second secon

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) What controls are in place to ensure officers app	pear in court? Area superv	isors conduct periodic check	s on officers c	ourt
	appearances and documentation is made on the	CHP 118 logs.			
	(a) How are appearances minimized following c	ancellations? Subpoena C	lerks notifies officers by pho	one or by writt	en notice.
	(b) How are "short notice" cancellations minimiz	ed? Notifications are ma	de as soon as the Court Cler	k is notified.	
			1		
(2)	Are CHP 90s, Report of Court Appearance - Civil appropriate cases?	Action, properly distributed	d and completed on all	✓ Yes	□No
(3)	Who is responsible for managing the process?	OSSII/Subpoena Clerk			
	(a) Are court officers performing duties that could	d be handled by clerical pe	rsonnel?	☐ Yes	☑No
1. DEP.	ARTMENTAL MANUALS	EVALUATED YES	ACTION REQUIRED. None	CORRECTE)
a. Ar	e the number of authorized libraries being maintaine	ed?		√ Yes	□No
(1)	Are the libraries convenient for those who must u	se them?		[✓] Yes	□No
	(a) What controls are in place for "loaning" manu	uals to employees? Emp	loyees use designated librari	es and return	same to
	original location.		- Harris	.,	
					N
(2)	Are publications distinctively marked so they can	be readily identified?		✓ Yes	□No
	(a) Are the number of libraries excessive or suffic	cient? See attached.			
	(b) Is there a listing available of what should be in	n each library?		✓ Yes	□No
(3)	Are publications kept up-to-date?	110000000000000000000000000000000000000		✓ Yes	□No
(4)	Who files publication changes? The front desk of	officer handles the filing of	updates.		
1/1/					

CHAPTER 5 Bakersfield Area 420 10/08/2008

Item 1: Clerical Tasks

(1) The job description for the 415 desk is to be rewritten to include new instruction on the CARS program for A415 data entry. OSSII is aware and the change will be made as soon as possible.

Item 2: Filing System

a. The Administration Files are overdone. It was recommended that files not being used at the current time, be eliminated. OSSII is going to review the HPG 11.1 Field Office File Guide for reference in eliminating the extra files. Upon replacement of the current filing cabinets, these changes will be made.

The made pure the week of the week of the week of the current files.

nor. 3^{-d}. Item 3: Security of Criminal Records

- (2) N/A
- (2a) N/A

Item 4: Fiscal Procedures

- (1b) DL45 receipts are no longer required to be sent to Accounting Section.
- (1f) N/A
- (2c) N/A
- (4c) A CHP 315 is used only when making a purchase through HQ on a Form CHP 43.
- b(4) Tire sales N/A
- c. Postage meter security. It is recommended that the security code on the postage meter be changed and that access to the code be limited to only those personnel directly responsible for mail procedures.
- c(3) N/A

CHAPTER 5
Bakersfield Area 420
10/08/2008

Item 1: Clerical Tasks

(1) The job description for the 415 desk is to be rewritten to include new instruction on the CARS program for A415 data entry. OSSII is aware and the change will be made as soon as possible. The job description has be revised.

The 415 Clerk started to rewrite procedure manual right away (10/8/2008). She is half way done.

Item 2: Filing System

a. The Administration Files are overdone. It was recommended that files not being used at the current time, be eliminated. OSSII is going to review the HPG 11.1 Field Office File Guide for reference in eliminating the extra files. Upon replacement of the current filing cabinets, these changes will be made.

Item 3: Security of Criminal Records

- (2) N/A
- (2a) N/A

Item 4: Fiscal Procedures

- (1b) DL45 receipts are no longer required to be sent to Accounting Section.
- (1f) N/A
- (2c) N/A
- (4c) A CHP 315 is used only when making a purchase through HQ on a Form CHP 43.
- b(4) Tire sales N/A
- c. Postage meter security. It is recommended that the security code on the postage meter be changed and that access to the code be limited to only those personnel directly responsible for mail procedures.
- c(3) N/A

Chapter 5 Bakersfield Area Pg. 2

Item 7: Office Equipment

(8) PC manuals and other documentation are removed from equipment when released from HQ to assigned areas.

Item 8: Public Contacts

a(1) Extended office hours were discontinued due to lack of public interest.

MISCELLANEOUS COMMENT:

It was noticed that one of the OA's has a coffee pot in her cubicle. It is recommended that this unit be placed somewhere else in the office in order to minimize spills on equipment, carpeting and paperwork. This may be considered a safety hazard by OSHA, or the Fire Marshall.

The coffee pot is no longer in the employee's cubicle. It is now in the Break Room.

Memorandum

Date:

November 6, 2008

To:

Bakersfield Area

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Coalinga Area

File No.:

495,13682

Subject:

HPG 22.1, AREA RESOURCES MANAGEMENT GUIDE, INSPECTIONS

On October 8, 2008, a team comprised of Sergeant Larkin Vander Mel, Office Services Supervisors Paula McSheehy and Lorie Berger and I completed three Area Management Evaluations on the Bakersfield Area per HPG 22.1, Area Resources Management Guide. The three Area Management Evaluations were Office Management, Occupational Safety and Special Functions. Utilizing the procedures and checklists provided in HPG 22.1 as well as through interviews conducted of the affected personnel, the following is a summation of the results of each evaluation.

During the Office Management (chapter 5) evaluation, Office Services Supervisors McSheehy and Berger noted:

- The job description for the 415 desk needs to be rewritten to include the new instructions on the CARS program for the A415 data entry.
- The Administrative files are overdone. It is recommended that files not being used at the current time be eliminated.
- It is recommended the security code on the postage meter be changed and the access code be limited to only those personnel directly responsible for mail procedures.

Lieutenant D. Knoff conducted the Occupational Safety (chapter 12) evaluation. Lieutenant Knoff noted the following:

• On August 26, 2008, Sergeant L. Logan, of the Bakersfield Area, conducted an informal occupational safety evaluation. The results of the evaluation were forwarded to the Central Division Occupational Safety Coordinator. During the formal evaluation, Lieutenant Knoff discussed the informal evaluation with Sergeant Logan. During the discussion, Sergeant Logan identified several items from the informal evaluation that had required action. He further explained all identified items had been competed and action taken to remedy any discrepancies. No further action is required.

Bakersfield Area Page 2 November 6, 2008

Sergeant L. Vander Mel conducted the Special Functions (chapter 15) evaluation. No significant discrepancies were noted. Based upon the procedures and checklist provided and the interviews of the affected personnel, the Bakersfield Area's special functions are functioning within guidelines set forth in HPG 22.1, Area Resources Guide.

D.W. KNOFF, Lieutenant

Commander

cc: Assistant Chief R. Clements

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

	10/16/17	§		01	
	END AND AND	AREA	DIVISION	NUMBER	
·		Bakersfield	Central	5	
무	The 90	EVALUATED BY		DATE	
-		Sergeant Skieresz		05/21/2008	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

✓ Forr	mal Evaluation	SUSPENSE DATE		
FOLLOW-UF	REQUIRED Correction Report	COMMANDER'S REVIEW	PATE	
☐ Yes	☑ No BY	1 Or my	10-	10-08
1. CLER	RICAL TASKS	EVALUATED ACTION REQUIRED Yes No	CORRECTED	
a. Is	the office well organized?		✓ Yes	□ No
(1)) Are there written job descriptions?		√ Yes	☐ No
	(a) Does clerical staff have their job description at their of	desk?	√ Yes	☐ No
	(b) Does clerical staff understand what is expected of the	em?	√ Yes	☐ No
(2)	Are similar activities grouped together to promote efficien	cy?	☑ Yes	☐ No
(3)	If tape recorders are used, can clerical employees transcr	ribe effectively?	√ Yes	☐ No
(4)	Is the clerical staff knowledgeable in the use of personal of security, etc.?	computers, filing requirements, information	☑ Yes	☐ No
(5)	Can another clerical employee assume the duties of a cle	rical employee who is absent?	☑ Yes	☐ No
b. Is t	the Office Services Supervisor (OSS) effective?		√ Yes	☐ No
(1)	Does he/she properly apply management philosophies an	nd supervisory skills?	√ Yes	☐ No
	(a) Does he/she have the authority and backing necessar	ary to effectively supervise subordinates?	√ Yes	☐ No
	(b) Is the clerical supervisor an effective manager?		☑ Yes	☐ No
(2)	Does the OSS identify employes with supervisory potentia	11?	√ Yes	☐ No
	(a) Does he/she assist employees in the preparation of w development?	vritten plans for progressive career	☑ Yes	☐ No
	(b) Have special interests been identified and educational been afforded the employees?	al opportunities and/or departmental training	☑ Yes	☐ No
	(c) Has the CHP 120, Individual Development Plan for Fu Employee, been used to identify particular strengths of	uture Job Performance of Permanent of the employees?	☑ Yes	□No
(3)	Does the supervisor set a good example?		☑ Yes	☐ No
	(a) Does he/she show a willingness to assist subordinate	personnel?	☑ Yes	☐ No
	(b) Does he/she know when to act, when to delegate, and	d when to refer to a supervisor?	☑ Yes	☐ No
(4)	If there is more than one OSS, is the work and supervision	n evenly distributed?	☐ Yes	☐ No
(5)	Does the OSS participate in Area staff meetings?		√ Yes	☐ No
		3020 A 10 A		

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

P. FILING SYSTEM EVALUATED ACTION REQUIRED Yes No		CORRECTED		
a. Is the Area's filing system in compliance with departmental g File Guide?	uidelines contained	in HPG 11.1, Field Office	√ Yes	☐ No
b. Are other files, i.e., permanent files, enforcement document f	files, etc., maintaine	d according to policy?	√ Yes	☐ No
(1) How far back are accident reports being maintained? 4	years plus current	year.		
(2) Is there a filing backlog?			☑ Yes	☐ No
(3) Is there evidence of recent office review?			√ Yes	☐ No
(4) How are Management and All Commanders Memorandu	ıms filed and purge	d? Memorandums are	e filed administr	atively by
the OSS II and purged on a 5 year cycle.				
(5) Are Training and Information Bulletins filed?			☑ Yes	☐ No
(a) If so, how are they located? They are located	S.			
(6) Do all clerical employees understand the filing system?	·	W-1	☑ Yes	
(7) Does the Area have an effective suspense system?				☐ No
(a) Do all supervisors take advantage of the suspense s				
c. Are personnel files properly secured and access limited?			✓ Yes ✓ Yes	□ No □ No
(1) Are the requirements of the Information Practices Act being followed?				□ No
(2) Is a periodic review done on a regular basis?				No
(a) If so, how often? Annual review at 118 evaluation.			✓ Yes	
(3) Is annual employee review and updating conducted as re			✓ Yes	☐ No
(4) Are only required or permitted items contained in personn		7	✓ Yes	No
3. SECURITY OF CRIMINAL RECORDS	EVALUATED Yes	ACTION REQUIRED	CORRECTED	
Have employees who have access to criminal offender record stating they understand the regulations and policies pertaining	l information signed		☑ Yes	☐ No
(1) Has the Area designated a specific person to release crin	ninal offender recor	d information?	√ Yes	☐ No
(a) Do any other persons release this information?				
(b) Has the designated person completed the required tr	☑ Yes	☐ No		
(c) Are safeguards in place to verify telephone inquiries	prior to disclosure?		✓ Yes	☐ No
(2) Does each person that is designated to release information Record Information Release Log?	on maintain a CHP	263B, Criminal Offender	☑ Yes	☐ No
(a) Are entries maintained for the prescribed period of tir	me?		√ Yes	☐ No
. FISCAL PROCEDURES	EVALUATED Yes	ACTION REQUIRED	CORRECTED	
a. Have discrepancies on the most current audit reports been co	rrected?	*C	☑ Yes	□ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(Nov. 3-35) OF 1-005		
	(1) Are all change fund and collections handled and processed according to policy?	☑ Yes	☐ No
	(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☑ Yes	□No
	(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☑ Yes	□No
	(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	√ Yes	☐ No
	(d) Are collections and change funds safeguarded?	√ Yes	☐ No
	(e) Are checks promptly endorsed and cash receipts reconciled daily?	☑ Yes	☐ No
	(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	□No
	(g) What specific guidelines are in place for security control and accountability? Separate petty ca	ash and change fu	ınd;
	Quarterly audits conducted.		
-	(h) Is a supervisor responsible for review of the system?	☑ Yes	☐ No
	(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	☑ Yes	☐ No
	(j) Are counter receipts and transmittal records prepared properly?	√Yes	☐ No
	(k) Are surprise counts of funds performed and documented by the commander or designee?	√ Yes	☐ No
(2	2) Are security and accountability procedures in place for the petty cash fund?	☑ Yes	☐ No
	(a) Is the petty cash fund used only for authorized purchases within the limited amount?	√ Yes	□ No
	(b) Are valid authorizations on file?	☑ Yes	☐ No
	(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	√ Yes	☐ No
	(d) Are there adequate procedures to ensure purchases are properly authorized?	☑ Yes	☐ No
	(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	☑ Yes	☐ No
(3	Are X-Number services proper and within departmental and state policy?	☑ Yes	☐ No
	(a) Are services procured over \$4,999.99?	☐ Yes	☑ No
	(b) Is the amount limit circumvented by splitting procurements?	Yes	☑ No
	(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	 ✓ Yes	☐ No
	(d) Do invoices itemize charges and reference X-Numbers?	☑ Yes	☐ No
(4)	Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	√ Yes	☐ No
	(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	√ Yes	☐ No
	(b) Are purchases within established policy?	☑ Yes	☐ No
	(c) Are three price quotations obtained and documented on a CHP 315X?	☑ Yes	☐ No
	(d) Is the bank card log completed properly?	☑ Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(a) Are involved to the control of t	4-14-	
(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a supervisor?	☑ Yes	
(f) Is there a reconciliation of the monthly bank card statement, and does it have supervisory approve	al? 🗸 Yes	
b. What controls does the commander have in place to ensure timely transmittals of monies?	eekly transmitta	als are take
the post office each Friday. Transmittals are reviewed by the Commander or his designee.		
(1) Are collections sent to Fiscal Management Section at the first occurrence of \$1,000 in cash and \$10,000 total collections, or at the close of business each Thursday?	[7] V-	
(2) Are monies received for DL45s, California Special Driver's Certificate, asset forfeiture, reimbursables, evidence, etc., handled appropriately by coordinating transmittal with the Area cashier?	✓ Yes ✓ Yes	N
(3) Are "no collection" transmittals sent when appropriate?	✓ Yes	
(4) Do tire sale transactions comply with policy?		N
c. Is security of the postage machine adequate?	✓ Yes	No
(1) Is the machine locked when not in use?	✓ Yes	No
(2) Is the meter reading documented as required?	✓ Yes	□ No
(3) Is there documentation of monies refunded or forward at 57	☑ Yes	☐ No
o para o ropidod;	☑ Yes	☐ No
SUPPLY REQUISITIONS (CHP 41) EVALUATED Yes ACTION REQUIRED NO.	CORRECTED	
a. Are requisitions prepared properly?	✓ Yes	
(1) Who prepares them? Clerical staff (Melissa Lara)	LV res	□ No
(2) Has a practical stock level been established and maintained?	☑ Yes	
(3) Is there a system that notifies the staff when the quarterly requisition is going to be prepared?		□ No
(a) Is the quarterly requisition period for this command adhered to?	✓ Yes	□ No
(b) Is there a high number of emergency requisitions?	☑ Yes	□ No
. Are items stored properly in a storeroom?	Yes	☑ No
(1) Is there convenient access for regularly used items?	☑ Yes	☐ No
(2) Have obsolete items been removed?	✓ Yes	☐ No
UPPLIES EVALUATED ACTION REQUIRED	☑ Yes	□ No
Yes No.	CORRECTED	
Are all cameras assigned to the command accounted for?	✓ Yes	☐ No
(1) Are camera cases clean and do they contain the required accessories?	✓ Yes	☐ No
(2) Is camera maintenance assigned to a particular individual?	☑ Yes	 No
(a) What is his/her preventative maintenance schedule? Cameras are checked on a yearly basis by		
they are in good working order.	1 -3 72001 10	
Are all extenders assigned to the command accounted for?	☑ Yes	☐ No
E (Rev. 5-06) Page 4 Destroy Previous Editions		c453e506.frg

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(1) Is there adequate security for extender batteries and of	other supplies?	1000000	√ Yes	□ No
7. O	OFFICE EQUIPMENT EVALUATED ACTION REQUIRED Yes No				
a.	. Are office machines in good condition and properly mainta	ined?		√ Yes	☐ No
	(1) Is the vendor complying with maintenance contract provisions?			☑ Yes	☐ No
	(2) Is there a shortage or surplus of machines?			Yes	☑ No
b.	. Is the Management Information System (MIS) used proper	ly?		√ Yes	☐ No
	(1) Who is authorized to use the equipment? All cleric	cal personnel.			
	(2) How is training provided, and by whom? Training	is provided by Area pe	ersonnel with knowledge of	the MIS.	
	(3) Is there a usage schedule for uniformed and nonunifor	med personnel?		☐ Yes	☑ No
	(4) Are there controls in place to ensure confidentiality?		7	√ Yes	☐ No
	(5) Are all personnel aware of how to request repairs after	normal business hour	s?	☑ Yes	☐ No
	(6) Is the MIS used to send messages to other offices in li	eu of formal memoran	dums?	 ✓ Yes	☐ No
	(7) What system is used to ensure proper routing of MIS in	nformation? Lieutena	nt reviews and routes incom	ning MIS inform	nation.
C.	Are personal computers used properly?			☑ Yes	☐ No
	(1) Who is authorized to use the equipment? All A	Area employees.			
	(2) How is training provided, and by whom? Office	cer Ceregatti is the com	nputer/LAN coordinator and	d provides train	ing on an as
19	needed basis to Area personnel.				
	(a) How many employees are trained in its use? All	Area employees.	· · · · · · · · · · · · · · · · · · ·		
	(3) Are there restrictions on the time its used?		***************************************	Yes	✓ No
	(a) Is there a schedule for uniformed and nonuniformed	ed employees?		Yes	✓ No
	(4) Is confidential or sensitive information being stored on	a PC hard drive?		√ Yes	☐ No
	(a) If so, is the PC password protected?	i seyle		✓ Yes	☐ No
	(b) Is confidential or sensitive information stored on di secure area?	sks, CDs, or removabl	e drives kept in a	☑ Yes	☐ No
	(5) What is the PC being used for? Work related in	reports and electronic	nail.		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

- 1-41-	ere a systematic method of coordinating court appearance	e matters?		☑ Yes	☐ No
. COUR	TINFORMATION PROCEDURES	EVALUATED Yes	ACTION REQUIRED No	CORRECTED	
(4)	Is there a specific date and time set aside for testing?			√ Yes	□No
(3)	How are test disposed of? Shredded.	To to the time the property	. assoranigly :		
	(a) Are exams graded in the presence of the applicant,(b) Does the officer or coordinator take possession of the applicant of the applicant,			✓ Yes ✓ Yes	□ No
	(a) Are exams graded in the presence of the applicant	and missed aver "	a diamaga do		
(2)	How are interested parties advised of testing procedures	s? Sponsorship th	hrough school district.	· · · · · · · · · · · · · · · · · · ·	
	Are tests and test keys kept in a secure place?			☑ Yes	☐ No
ass	signed? School bus driver testing is a function of special	al duty.	1001 Bus Coordinato		
a. Is s	school bus driver testing a special duty or a clerical function	Yes	No nool bus coordinator		
	OL BUS DRIVER EXAMINATIONS	EVALUATED	ACTION REQUIRED	CORRECTED	
	Are officer substitutions for nonuniformed positions kept			✓ Yes	No
(3)	Are limited duty personnel used for receptionist duties a	and answering telepho	ones?	✓ Yes	□ No
(2) Is telephone service both efficient and effective?			✓ Yes	□ No □ No	
	(1) Are backup personnel immediately available?			✓ Yes ✓ Yes	□ No
	e persons served promptly and courteously?			Yes	∐ No
) If so, are they adequate and effective?			Yes	∗ ☑ No
	pes the office have extended office hours?	Yes	No		
	JC CONTACTS	EVALUATED	ACTION REQUIRED	CORRECTED	□ No
	Is anti-virus software regularly utilized on all state-owners.		elated problems?	✓ Yes ✓ Yes	□ No
(1	0) Are employees aware of the availability of assistance in	Tagalying appropriate	redate durantila una O		
	periodically reviews documents and files to ensure Are	a has the most curren	t information and older for	ms are purged.	
(9	, place to choure out-or-date do			mputer coordina	tor
<u>`</u>	(8) Are PC manuals and other documentation available to all users?			√ Yes	□ No
	(a) Where applicable, are backup disks stored in a se			√ Yes	□No
(.	7) Are backup procedures being performed on a regular b	pasis?		☑ Yes	☐ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1	I) Wh	at controls are in place to ensure officers appear in cour	t? Area superviso:	s conduct periodic che	ecks on officer	's' court
	арр	pearances and documentation is made in the CHP 118 lo	g.			
	(a)	How are appearances minimized following cancellation	ns? The subpoena	elerk notifies the office	er by phone if t	they are no
		scheduled for work prior to the court appearance or by	written notice when the	y return to work, prior	to the court a	ppearance.
	(b)	How are "short notice" cancellations minimized?	As soon as the subpoens	clerk is notified of a	cancellation by	the court
		the clerk makes notification to the officer to minimize				
(2)	Are appi	CHP 90s, Report of Court Appearance - Civil Action, proportion	operly distributed and co	ompleted on all	☑ Yes	□No
(3)) Who	o is responsible for managing the process?	CENA CIERK			
	(a)	Are court officers performing duties that could be handl	ed by clerical personnel	?	☐ Yes	☑ No
1. DEP	ARTM	ENTAL MANUALS	Yes Yes	ACTION REQUIRED No	CORRECTED	
a. Ar	e the n	number of authorized libraries being maintained?			✓ Yes	☐ No
(1)	Are t	the libraries convenient for those who must use them?			☑ Yes	☐ No
	(a)	What controls are in place for "loaning" manuals to emp	oloyees? All ma	nuals are available to	employees thro	ough the
	-	online publications. No manuals are "loaned" out to en	mployees.			
(2)	Are p	publications distinctively marked so they can be readily	identified?		✓ Yes	☐ No
	(a) ,	Are the number of libraries excessive or sufficient? Su	ıfficient.	All Harris		
	(b) I	ls there a listing available of what should be in each libr	ary?		☑ Yes	☐ No
(3)	Are p	publications kept up-to-date?		\$200	☑ Yes	☐ No
(4)	Who	files publication changes? Front desk officer.				
				KINICE		
		Was the	- skipingina)			

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
SONORA	CENTRAL	425
EVALUATED BY		DATE
J. KEASTER		12/11/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	1	The second because of				
TYPE OF EVALUE Formal		mal Evaluation	SUSPENSE DATE		¥	
FOLLOW-UP RE	QUIRED No	☐ Correction Report	COMMANDER'S REVIE	ew.	DATE	
1. CLERIC	CAL TASKS		EVALUATED J. Jacobs	ACTION REQUIRED Yes	Yes	
a. Is th	e office well organized?			U. C.	✓ Yes	□No
(1)	Are there written job des	criptions?			✓ Yes	□No
1	(a) Does clerical staff h	ave their job description at their	r desk?		✓ Yes	□No
	(b) Does clerical staff u	nderstand what is expected of	them?			□No
(2)	Are similar activities grou	uped together to promote efficie	ency?		✓ Yes	□No
(3)	If tape recorders are use	d, can clerical employees trans	scribe effectively?		✓ Yes	□No
	Is the clerical staff knowl security, etc.?	edgeable in the use of persona	al computers, filing req	uirements, information	✓ Yes	□No
(5)	Can another clerical emp	oloyee assume the duties of a c	clerical employee who	is absent?	✓ Yes	□No
b. Is the	e Office Services Superv	isor (OSS) effective?	21		✓ Yes	□No
(1)	Does he/she properly ap	ply management philosophies	and supervisory skills	?	☑ Yes	□No
((a) Does he/she have the	ne authority and backing neces	sary to effectively sup	ervise subordinates?	✓ Yes	□No
((b) Is the clerical super	visor an effective manager?			✓ Yes	□No
(2)	Does the OSS identify e	mployes with supervisory poter	ntial?		☐Yes	□No
((a) Does he/she assist development?	employees in the preparation o	of written plans for prog	gressive career	☑ Yes	□No
((b) Have special interes been afforded the e	ts been identified and education	onal opportunities and	or departmental training	✓ Yes	□No
(ndividual Development Plan for ed to identify particular strength		nce of Permanent	☐ Yes	☑ No
(3)	Does the supervisor set	a good example?			✓ Yes	□ No
(a) Does he/she show a	willingness to assist subordina	ate personnel?		✓ Yes	□No
(b) Does he/she know v	when to act, when to delegate,	and when to refer to a	supervisor?	✓ Yes	□No
(4) I	f there is more than one	OSS, is the work and supervis	sion evenly distributed	?	✓ Yes	□No
(5)	Does the OSS participate	e in Area staff meetings?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

2. F	FILIN	G SYSTEM	EVALUATED J. Keaster	ACTION REQUIRED Yes	CORRECTED Yes	
a		the Area's filing system in compliance with departmental guide le Guide?	L	11.1, Field Office	☐Yes	☑ No
t	o. Ar	re other files, i.e., permanent files, enforcement document files,	etc., maintained accord	ing to policy?	✓ Yes	□No
	(1)) How far back are accident reports being maintained? 4 years	;			
	(2)	ls there a filing backlog?			☐Yes	☑ No
	(3)	Is there evidence of recent office review?	110			□No
	(4)	How are Management and All Commanders Memorandums	filed and purged? They	are given to the Comm	ander, ther	they are
		routed accordingly. Purged per the Record Retention Sched	dule.			
	(5)	Are Training and Information Bulletins filed?			✓ Yes	□No
		(a) If so, how are they located? In the Commanders office	ce and in the hall way li	orary that is easily acces	sible.	
	(6)	Do all clerical employees understand the filing system?			✓ Yes	□No
	(7)	Does the Area have an effective suspense system?			✓ Yes	□No
		(a) Do all supervisors take advantage of the suspense system	em?		✓ Yes	□No
С	. Ar	e personnel files properly secured and access limited?			✓ Yes	□No
	(1)	Are the requirements of the Information Practices Act being	followed?		✓ Yes	□No
	(2)	Is a periodic review done on a regular basis?			✓ Yes	□No
		(a) If so, how often? Quarterly				
	(3)	Is annual employee review and updating conducted as requi	red?		☑ Yes	□No
	(4)	Are only required or permitted items contained in personnel	folders?		☑ Yes	□No
3. S	ECU	RITY OF CRIMINAL RECORDS	J. Keaster	None None	CORRECTED	
а		ive employees who have access to criminal offender record intaining they understand the regulations and policies pertaining to		nowledgment	✓ Yes	□No
	(1)	Has the Area designated a specific person to release crimina	al offender record inform	ation?	✓ Yes	□No
		(a) Do any other persons release this information?			☐Yes	☑ No
		(b) Has the designated person completed the required train	ing?		✓ Yes	□No
		(c) Are safeguards in place to verify telephone inquiries price	or to disclosure?		✓ Yes	□No
	(2)	Does each person that is designated to release information Record Information Release Log?	maintain a CHP 263B, C	riminal Offender	✓ Yes	□No
		(a) Are entries maintained for the prescribed period of time			✓ Yes	□ No
4. F	ISCA	L PROCEDURES	J. Keaster	ACTION REQUIRED None	CORRECTED)
a.	На	ve discrepancies on the most current audit reports been corre	cted?		✓ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

700L	(Nev. 5-00) OF 1 005		
(1)	Are all change fund and collections handled and processed according to policy?	☑ Yes	□No
	(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☑ Yes	□No
	(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	✓ Yes	□No
	(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□No
	(d) Are collections and change funds safeguarded?	✓ Yes	□No
	(e) Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□No
	(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	✓ Yes	□No
	(g) What specific guidelines are in place for security control and accountability? All items are in locke	d drawers.	
	(h) Is a supervisor responsible for review of the system?	✓ Yes	□No
	(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	☑ Yes	□No
	(j) Are counter receipts and transmittal records prepared properly?	☑ Yes	□No
	(k) Are surprise counts of funds performed and documented by the commander or designee?	☑ Yes	□No
(2)	Are security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
	(a) Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
	(b) Are valid authorizations on file?	✓ Yes	□No
	(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
	(d) Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□No
	(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□No
(3)	Are X-Number services proper and within departmental and state policy?	✓ Yes	☐ No
	(a) Are services procured over \$4,999.99?	✓ Yes	□ No
	(b) Is the amount limit circumvented by splitting procurements?	☐ Yes	☑ No
	(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
	(d) Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
(4)	Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□No
	(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
7	(b) Are purchases within established policy?	✓ Yes	□ No
	(c) Are three price quotations obtained and documented on a CHP 315X?		□No
	(d) Is the bank card log completed properly?	✓ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

			Are invoices and CHP 317, CAL-Card Log, reviewed by	a supervisor?	iii	✓ Yes	□No
			Is there a reconciliation of the monthly bank card statem		ave supervisory approval?	✓ Yes	□No
b	Wh	hat co	ontrols does the commander have in place to ensure time	ely transmittals of n	nonies? The transmittal is p	repared and	signed b
			nmander every Friday morning.				
	(1)		collections sent to Fiscal Management Section at the fire ,000 total collections, or at the close of business each Th		I,000 in cash and	✓ Yes	□No
	(2)	Are evia	monies received for DL45s, California Special Driver's Clence, etc., handled appropriately by coordinating transm	Certificate, asset fo nittal with the Area	rfeiture, reimbursables, cashier?	✓ Yes	□No
	(3)	Are	"no collection" transmittals sent when appropriate?			✓ Yes	□ No
	(4)	Do	tire sale transactions comply with policy?			✓ Yes	□No
C.	ls s	securi	ity of the postage machine adequate?			✓ Yes	□No
	(1)	ls th	ne machine locked when not in use?			✓ Yes	□No
	(2)	ls th	ne meter reading documented as required?			✓ Yes	□No
	(3)		nere documentation of monies refunded or forwarded to tage machine is being repaired or replaced?	Fiscal Managemer	nt Section when the	✓ Yes	□No
. s	UPPI	LY RI	EQUISITIONS (CHP 41)	EVALUATED J. Keaster	ACTION REQUIRED None	CORRECTED)
a.	Are	re requisitions prepared properly?					□ No
Ī	(1)	Who	o prepares them? Office Assistant, Office Supervisor.	and Auto Tech.			
	(2)	Has a practical stock level been established and maintained?					□No
	(3)	Is there a system that notifies the staff when the quarterly requisition is going to be prepared?					□ No
		(a)	Is the quarterly requisition period for this command adh	ered to?	a sale no e	✓ Yes	□ No
		(b)	Is there a high number of emergency requisitions?			☐Yes	☑ No
b.	Аге	e item	s stored properly in a storeroom?			✓ Yes	□No
	(1)	Is th	nere convenient access for regularly used items?			✓ Yes	□ No
	(2)	Hav	re obsolete items been removed?			✓ Yes	□No
. s	JPPL	LIES		J. Keaster	ACTION REQUIRED None	CORRECTE	D
a.	Are	all c	ameras assigned to the command accounted for?			✓ Yes	□No
	(1)	Are camera cases clean and do they contain the required accessories?				✓ Yes	□No
	(2)	ls ca	amera maintenance assigned to a particular individual?			✓ Yes	□No
		(a)	What is his/her preventative maintenance schedule?	Quarterly or as ne	eded		
h	Λ	- ell c	vtandare assigned to the sammand associated for?			✓ Yes	□ No
D.	Are	= all e	xtenders assigned to the command accounted for?				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1						
	Is there adequate security for extender batter	eries and other s	supplies?		✓ Yes	☐ No
7. OFFI	ICE EQUIPMENT		J. Keaster	None None	CORRECTED	X
a. Aı	Are office machines in good condition and prope	erly maintained?		V	✓ Yes	□ No
(1)	1) Is the vendor complying with maintenance of	contract provision	ns?			□No
(2)	2) Is there a shortage or surplus of machines?				☐Yes	☑ No
b. Is	s the Management Information System (MIS) us	sed properly?				□No
(1)	1) Who is authorized to use the equipment?	Office Supervi	sor, Sergeants and	Office Assistant.		
(2)	2) How is training provided, and by whom?	By the Office S	Supervisor, Sergear	nts and other office person	nel who have	been trained
	by the vendor on proper operation.					
(3)	3) Is there a usage schedule for uniformed and	d nonuniformed	personnel?		☐Yes	☑ No
(4)	4) Are there controls in place to ensure confide	entiality?			✓ Yes	□No
(5)	5) Are all personnel aware of how to request re	epairs after norn	nal business hours	?	✓ Yes	□No
(6)	s) Is the MIS used to send messages to other	offices in lieu of	formal memorandu	ums?	✓ Yes	□ No
(7)	What system is used to ensure proper routing	of MIS informati	ion? Monitored by	the Supervisors.		
c. Ar	re personal computers used properly?				✓ Yes	□No
(1)	Who is authorized to use the equipment?	CHP employee	s who have been p	properly trained, and have	a need to use t	hem.
(2)	2) How is training provided, and by whom?	fficer Thoma, L	an co-ordinator tra	ains all CHP employees in	need of traini	ทg.
	(a) How many employees are trained in its	use? 30			174	
(3)		use? 30			□Yes	☑ No
(3)			nployees?		☐ Yes	
(3)	Are there restrictions on the time its used? (a) Is there a schedule for uniformed and n	onuniformed en				☑ No
	Are there restrictions on the time its used? (a) Is there a schedule for uniformed and n	onuniformed en			☐Yes	☑ No ☑ No
	Are there restrictions on the time its used? (a) Is there a schedule for uniformed and n Is confidential or sensitive information being	onuniformed en stored on a PC	hard drive?	e drives kept in a	☐ Yes ☑ Yes	☑ No ☑ No □ No
	(a) Is there a schedule for uniformed and n (b) Is confidential or sensitive information being (a) If so, is the PC password protected? (b) Is confidential or sensitive information secure area?	onuniformed en stored on a PC stored on disks,	hard drive?		☐ Yes ☑ Yes ☑ Yes	☑ No ☑ No □ No □ No
(4)	(a) Is there a schedule for uniformed and n (b) Is confidential or sensitive information being (a) If so, is the PC password protected? (b) Is confidential or sensitive information secure area?	onuniformed en stored on a PC stored on disks,	hard drive? CDs, or removable		☐ Yes ☑ Yes ☑ Yes	☑ No ☑ No □ No □ No
(4)	(a) Is there a schedule for uniformed and n (b) Is confidential or sensitive information being (a) If so, is the PC password protected? (b) Is confidential or sensitive information secure area?	onuniformed en stored on a PC stored on disks,	hard drive? CDs, or removable		☐ Yes ☑ Yes ☑ Yes	☑ No ☑ No □ No □ No
(4)	(a) Is there a schedule for uniformed and n (b) Is confidential or sensitive information being (a) If so, is the PC password protected? (b) Is confidential or sensitive information secure area?	onuniformed en stored on a PC stored on disks, luties required f	chard drive? CDs, or removable for Departmental of		☐ Yes ☑ Yes ☑ Yes	☑ No ☑ No □ No □ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

						-
	(7)	Are backup procedures being performed on a regular basis?			✓ Yes	□No
		(a) Where applicable, are backup disks stored in a secure a	area?		☑ Yes	□No
	(8)	Are PC manuals and other documentation available to all us	ers?		✓ Yes	□No
	(9)	What procedures are in place to ensure out-of-date docume	nts and files are p	urged? Area consistently	checks the rev	ision dates
		and purges when necessary.				
	(10)	Are employees aware of the availability of assistance in resc	olving computer rel	ated problems?	✓ Yes	□No
	(11)	ls anti-virus software regularly utilized on all state-owned PC	s?		☑ Yes	□No
8. P	UBLI	C CONTACTS	J. Keaster	ACTION REQUIRED None	CORRECTED	
a	. Doe	es the office have extended office hours?	A STATE OF S	A CONTRACTOR OF THE PARTY OF TH	☐ Yes	☑ No
	(1)	If so, are they adequate and effective?			☐ Yes	□No
b	. Are	persons served promptly and courteously?			✓ Yes	□No
	(1)	Are backup personnel immediately available?			✓ Yes	□No
	(2)	Is telephone service both efficient and effective?			✓ Yes	□No
	(3)	Are limited duty personnel used for receptionist duties and a	nswering telephor	nes?	✓ Yes	□No
	(4)	Are officer substitutions for nonuniformed positions kept at a	minimum?		✓ Yes	□No
9. S	СНО	DL BUS DRIVER EXAMINATIONS	EVALUATED J. Keaster	ACTION REQUIRED None	CORRECTED)
a.		chool bus driver testing a special duty or a clerical function, o igned? Special Duty.	r is a full-time sch	ool bus coordinator		
	(1)	Are tests and test keys kept in a secure place?			✓ Yes	□No
	(2)	How are interested parties advised of testing procedures?	The school bus O	fficer makes his own appo	intments with	school
		supervisors				
				1177		
		(a) Are exams graded in the presence of the applicant, and	missed questions	discussed?	✓ Yes	□ No
		(b) Does the officer or coordinator take possession of the te	est and dispose of	accordingly?	✓ Yes	□No
	(3)	How are test disposed of? Cross shredded.				
	(4)	Is there a specific date and time set aside for testing?		1.22.2722	Yes	☑ No
10. (COUR	RT INFORMATION PROCEDURES	J. Keaster	None None	CORRECTE	U.
а.	ls th	nere a systematic method of coordinating court appearance r	natters?		√ Yes	□ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

	(1)	Wł	nat controls are in place to ensure officers appear in	n court?	Supervisors mo	nitor subpoenas and check	415's to ensu	e	
		att	endance, regular court visits by Sergeants during te	estimony,	and a Court cal	lendar is posted in the briefi	ing room adv	ising	
		Officers of court dates and times.							
		(a)	How are appearances minimized following cancell	llations?	If the Officer is	s working, a call off is place	ed in his offic	e mail box.	
			If the Officer is not working, a phone call is mad	de to his r	esidence.				
		(b)	How are "short notice" cancellations minimized?	The Off	icer is notified a	as soon as the court notifies	the Area off	ice. If the	
			Area sees an increase in short notice cancellation	ns, then a	meeting is sche	eduled with the District Atto	orney to resol	ve the issu	
	(2)		e CHP 90s, Report of Court Appearance - Civil Actic propriate cases?	on, prope	rly distributed a	nd completed on all	✓ Yes	□No	
	(3)	Who is responsible for managing the process? Office Supervisor.							
		(a)	Are court officers performing duties that could be l	handled I	oy clerical perso	onnel?	✓ Yes	□No	
. D	EP.A	ARTI	MENTAL MANUALS	100	ALUATED Keaster	ACTION REQUIRED None	CORRECTED		
a.	Are	re the number of authorized libraries being maintained?					✓ Yes	□No	
								□No	
	(1)	Are	e the libraries convenient for those who must use the	nem?			✓ Yes		
	(1)		the libraries convenient for those who must use the What controls are in place for "loaning" manuals to		ees? A sign	out card.	Y Yes		
	(1)				ees? A sign	out card.	∠) Yes ———————————————————————————————————		
	(2)	(a)		to employ		out card.	✓ Yes	□No	
		(a)	What controls are in place for "loaning" manuals to	to employ		out card.			
		(a)	What controls are in place for "loaning" manuals to	to employ eadily ide	ntified?	out card.			
		(a) Are (a) (b)	What controls are in place for "loaning" manuals to e publications distinctively marked so they can be red. Are the number of libraries excessive or sufficient.	to employ eadily ide	ntified?	out card.	 ✓ Yes	□No	
	(2)	(a) Are (b) Are	What controls are in place for "loaning" manuals to e publications distinctively marked so they can be read the number of libraries excessive or sufficient. Is there a listing available of what should be in each publications kept up-to-date?	to employ eadily ide t? ach library	ntified?	out card. them, Sergeants are respon	✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No	
	(2)	(a) Area (b) Area Wh	What controls are in place for "loaning" manuals to e publications distinctively marked so they can be read the number of libraries excessive or sufficient. Is there a listing available of what should be in each publications kept up-to-date?	to employ eadily ide t? ach library	ntified?		✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No	

(3) (A) Clerical personnel could process the subpoenas for distribution and maintain the subpoena log, however, currently the court and subpoena Officers co-ordinate and track the subpoenas.

AREA MANAGEMENT EVALUATION SUPPLEMENT

ENT EVALUATION OFFICE MANAGEMENT	DATE:	12/12/2008
COMMENTS		
The formal audit that was preformed in Nov/Dec, 2008, noted	I that Area did not hav	e a Area's file
guide in place. The Office Supervisor is in the process of crea	ating the files for the 2	009 year. Th
Area filing guide will be implemented at that time.		
,		
110000000000000000000000000000000000000		
		·
433000000000000000000000000000000000000		
	COMMENTS The formal audit that was preformed in Nov/Dec, 2008, noted guide in place. The Office Supervisor is in the process of creating the process	The formal audit that was preformed in Nov/Dec, 2008, noted that Area did not hav guide in place. The Office Supervisor is in the process of creating the files for the 2

AREA
BUTTONWILLOW CENTRAL
EVALUATED BY
P. McSHEEHY, OSSI
DIVISION
NUMBER
462
DATE
12/30/2008

CHP 453E (Rev. 5-06) OPI 009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

Milli Gai	ii bo oompiotoa n	bott of barrent arrangement a artiference					
TYPE OF EV	ALUATION Ial Evaluation	☐ Informal Evaluation	SUSPENSE DATE				
FOLLOW-UP	FOLLOW-UP REQUIRED Correction Report		COMMANDER'S REVIEW		DATE		
☐ Yes	☑ No	ВУ	12/2	240	12/30/2008		
EVALUATED ACTION REQUIRES			ACTION REQUIRED None	CORRECTE	ED		
a. Is t	the office well orga	nized?			✓ Yes	□No	
(1)	Are there written	job descriptions?	1		✓ Yes	□No	
	(a) Does clerica	l staff have their job description at their d	esk?		✓ Yes	□No	
	(b) Does clerical	staff understand what is expected of the	em?	*	✓ Yes	□No	
(2)	Are similar activit	ies grouped together to promote efficienc	by?		✓ Yes	□No	
(3)	If tape recorders	are used, can clerical employees transcri	be effectively?		√ Yes	□No	
(4)	Is the clerical staff security, etc.?	f knowledgeable in the use of personal co	omputers, filing requir	ements, information	✓ Yes	□No	
(5)	(5) Can another clerical employee assume the duties of a clerical employee who is absent?				✓ Yes	□ No	
b. Is th	ne Office Services	Supervisor (OSS) effective?			✓ Yes	□No	
(1)	Does he/she prop	erly apply management philosophies and	d supervisory skills?		✓ Yes	□No	
	(a) Does he/she	have the authority and backing necessar	y to effectively super	/ise subordinates?	✓ Yes	□No	
	(b) Is the clerical	supervisor an effective manager?				□No	
(2)	Does the OSS ide	ntify employes with supervisory potential	?			□No	
-	(a) Does he/she a	assist employees in the preparation of wr	ritten plans for progre	ssive career	✓ Yes	□ No	
		nterests been identified and educational the employees?	opportunities and/or	departmental training	☑ Yes	□No	
((c) Has the CHP 'Employee, be	120, Individual Development Plan for Fut en used to identify particular strengths of	ture Job Performance f the employees?	of Permanent	✓ Yes	□No	
(8)	Does the superviso	or set a good example?			✓ Yes	□No	
((a) Does he/she s	how a willingness to assist subordinate p	personnel?		✓ Yes	□No	
((b) Does he/she k	now when to act, when to delegate, and	when to refer to a sup	pervisor?	✓ Yes	□No	
(4)	f there is more that	n one OSS, is the work and supervision e	evenly distributed?	NIA	Yes	□No	
(5)	Does the OSS parti	cipate in Area staff meetings?			✓ Yes	□No	

OFFICE MANAGEMENT

2. FILING SYSTEM	12/30/2008	ACTION REQUIRED NONE	CORRECTE	D
a. Is the Area's filing system in compliance with departmental File Guide?	guidelines contained ii	n HPG 11.1, Field Office	Yes	□No
b. Are other files, i.e., permanent files, enforcement document	files, etc., maintained	according to policy?	✓ Yes	□No
(1) How far back are accident reports being maintained? 4	YEARS ROTATING			
(2) Is there a filing backlog?			☐ Yes	✓ No
(3) Is there evidence of recent office review?			✓ Yes	□No
(4) How are Management and All Commanders Memorand	ums filed and purged?	Sgts., Lt., & OSSI file re	spectively an	d purge when
the All Commanders Memos become policy				***************************************
(5) Are Training and Information Bulletins filed?			✓ Yes	□No
(a) If so, how are they located? By date in a binder	located in the Clerical	area.		
(6) Do all clerical employees understand the filing system?			✓ Yes	□No
(7) Does the Area have an effective suspense system?			✓ Yes	□No
(a) Do all supervisors take advantage of the suspense s	system?		Yes	☑ No
c. Are personnel files properly secured and access limited?			✓ Yes	□ No
(1) Are the requirements of the Information Practices Act be	✓ Yes	□No		
(2) Is a periodic review done on a regular basis?			✓ Yes	□No
(a) If so, how often? At the time of annual review				
(3) Is annual employee review and updating conducted as re	equired?		☑ Yes	□No
(4) Are only required or permitted items contained in person	nel folders?		✓ Yes	□ No
. SECURITY OF CRIMINAL RECORDS	12/30/2008	None	CORRECTED)
Have employees who have access to criminal offender record stating they understand the regulations and policies pertaining.	I information signed at to these records?	n acknowledgment	✓ Yes	□No
(1) Has the Area designated a specific person to release crin	ninal offender record i	nformation?	✓ Yes	□No
(a) Do any other persons release this information?			☐ Yes	☑ No
(b) Has the designated person completed the required tr	aining?		✓ Yes	□No
(c) Are safeguards in place to verify telephone inquiries (orior to disclosure?		✓ Yes	□No
(2) Does each person that is designated to release information Record Information Release Log?	on maintain a CHP 26	3B, Criminal Offender	☐ Yes	☑No
(a) Are entries maintained for the prescribed period of tin	ne?		✓ Yes	□No
FISCAL-PROCEDURES	12/30/2008	ACTION REQUIRED NONE	CORRECTED	
Have discrepancies on the most current audit reports been correct.			✓ Yes	□ No
			018.	

OFFICE MANAGEMENT

(1) Are all change fund and collections handled and processed according to policy?	✓ Yes	□No
(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☐Yes	☑ No
(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□No
(d) Are collections and change funds safeguarded?	✓ Yes	□No
(e) Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□No
(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☐ Yes	☑ No
(g) What specific guidelines are in place for security control and accountability? Fiscal items are s	ecured under lock	and key.
(h) Is a supervisor responsible for review of the system?	✓ Yes	□No
(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□No
(j) Are counter receipts and transmittal records prepared properly?	✓ Yes	□No
(k) Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□No
(2) Are security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
(a) Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
(b) Are valid authorizations on file?	✓ Yes	□No
(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	☐ Yes	☑ No
(d) Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□No
(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□No
(3) Are X-Number services proper and within departmental and state policy?		□No
(a) Are services procured over \$4,999.99?	Yes	☑ No
(b) Is the amount limit circumvented by splitting procurements?	☐ Yes	☑ No
(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	☐ Yes	✓ No
(d) Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
(4) Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□No
(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
(b) Are purchases within established policy?	✓ Yes	□No
(c) Are three price quotations obtained and documented on a CHP 315X?	☐ Yes	☑ No
(d) Is the bank card log completed properly?	✓ Yes	□No

OFFICE MANAGEMENT

(e) Are invoices and CHP 317, CAL-Card Log, I	reviewed l	by a supervisor?			✓ Yes	□No
(f) Is there a reconciliation of the monthly bank	card state	ment, and does it	have sup	pervisory approval?	√ Yes	□ No
b. What controls does the commander have in place to	ensure tim	nely transmittals o	f monies	? Commander purc	hases the mo	ney order on
weekly basis and signs the transmittals when they are	e complet	ed.				
(1) Are collections sent to Fiscal Management Sections \$10,000 total collections, or at the close of business.			\$1,000 in	cash and	✓ Yes	□ No
(2) Are monies received for DL45s, California Specia evidence, etc., handled appropriately by coordina					✓ Yes	□No
(3) Are "no collection" transmittals sent when approp	riate?				✓ Yes	□No
(4) Do tire sale transactions comply with policy?					✓ Yes	□No
c. Is security of the postage machine adequate?					√ Yes	□No
(1) Is the machine looked when not in use?	,				✓ Yes	□No
(2) Is the meter reading documented as required?			NIA		☐ Yes	□No
(3) Is there documentation of monies refunded or forw postage machine is being repaired or replaced?	arded to l		nt Sectio /√ //⊐	n when the	☐ Yes	□No
SUPPLY REQUISITIONS (CHP 44)	27	12/30/2008	10	ction required None	CORRECTED	
a. Are requisitions prepared properly?					✓ Yes	□No
(1) Who prepares them? OSSI						
(2) Has a practical stock level been established and m	aintained	?			✓ Yes	□No
(3) Is there a system that notifies the staff when the qu	arterly red	quisition is going t	to be pre	pared?	✓ Yes	□No
(a) Is the quarterly requisition period for this comm	nand adhe	ered to?			✓ Yes	□No
(b) Is there a high number of emergency requisition	ins?				Yes	☑ No
b. Are items stored properly in a storeroom?					✓ Yes	□No
(1) Is there convenient access for regularly used items	?				✓ Yes	□No
(2) Have obsolete items been removed?				r	☐ Yes	☑ No
SUPPLIES	31	EVALUATED 12/30/2008		OTION REQUIRED	CORRECTED	
a. Are all cameras assigned to the command accounted fo	r?				✓ Yes	□No
(1) Are camera cases clean and do they contain the rec	quired acc	cessories?	-		✓ Yes	□No
(2) Is camera maintenance assigned to a particular indi	vidual?				✓ Yes	□No
(a) What is his/her preventative maintenance sched	Jule? W	hen required				

OFFICE MANAGEMENT

	(1) Is there adequate security for exte	nder batterie	s and other s	upplies?			□No
7. OF	FICE EQUIPMENT	ř.		12/30/2008	None None	CORRECTE	D
а.	Are office machines in good condition	and properly	maintained?			✓ Yes	□ No
	(1) Is the vendor complying with main	tenance cont	ract provision	ıs?		√ Yes	□ No
((2) Is there a shortage or surplus of m	achines?				☐ Yes	☑ No
b. i	s the Management Information System	(MIS) used	properly?			✓ Yes	□No
(1) Who is authorized to use the equip	ment? All	employees				
(:	2) How is training provided, and by w	nom? LA	N Coordinate	DF.			
(;	3) Is there a usage schedule for unifo	med and nor	nuniformed pe	ersonnel?	NIA	☐ Yes	□No
(4	Are there controls in place to ensur	e confidential	lity?			Yes	□ No
(5	Are all personnel aware of how to re	equest repair	s after norma	I business hours?		☐ Yes	☑ No
(6	s) Is the MIS used to send messages	to other office	es in lieu of fo	rmal memorandum	s?	✓ Yes	□No
(7)	What system is used to ensure proper	routing of MI	IS information	n? E-mail			
c. Ai	re personal computers used properly?					✓ Yes	□ No
(1)) Who is authorized to use the equipr	nent? All e	employees				
							,
(2)	How is training provided, and by wh	om? LANC	Coordinator				
			3,1		0 X 10 X	V SIII	
	(a) How many employees are traine	ed in its use?	All employe	es			
(3)	Are there restrictions on the time its	used?				☐ Yes	☑ No
	(a) Is there a schedule for uniforme	d and nonuni	formed emplo	oyees?		☐ Yes	☑ No
(4)	Is confidential or sensitive informatio	n being store	d on a PC ha	ırd drive?		☐ Yes	☑ No
	(a) If so, is the PC password protect	ed?				✓ Yes	□No
	(b) Is confidential or sensitive inform secure area?	ation stored	on disks, CD	s, or removable driv	ves kept in a	✓ Yes	□No
(5)	What is the PC being used for? All	daily work					
				201.21			
	Are controls present to prevent inapp					✓ Yes	☐ No

OFFICE MANAGEMENT

(7) Are backup procedures being performed on a re	✓ Yes	□ No				
(a) Where applicable, are backup disks stored	✓ Yes	□No				
(8) Are PC manuals and other documentation avail	(8) Are PC manuals and other documentation available to all users?					
(9) What procedures are in place to ensure out-of-c	urged? OSSI reviews an	d purges appr	oximately			
every six months						
(10) Are employees aware of the availability of assist	tance in resolving computer rel	ated problems?	✓Yes	☐ No		
(11) Is anti-virus software regularly utilized on all stat	te-owned PCs?		✓ Yes	□No		
8. PUBLIC CONTACTS	12/30/2008	None	CORRECTE	D		
a. Does the office have extended office hours?	☐ Yes	☑ No				
(1) If so, are they adequate and effective?	☐ Yes	□No				
b. Are persons served promptly and courteously?			✓ Yes	□No		
(1) Are backup personnel immediately available?	✓ Yes	☐ No				
(2) Is telephone service both efficient and effective?	✓ Yes	□ No				
(3) Are limited duty personnel used for receptionist d	✓ Yes	□No				
(4) Are officer substitutions for nonuniformed position	✓ Yes	□ No				
. SCHOOL BUS DRIVER EXAMINATIONS	12/30/2008	None	CORRECTED)		
a. Is school bus driver testing a special duty or a clerical assigned? Special Duty	function, or is a full-time school	ol bus coordinator				
(1) Are tests and test keys kept in a secure place?			✓ Yes	□No		
(2) How are interested parties advised of testing proc	cedures? Proper channels for	r schools and churches				
	blicant, and missed questions d	liscussed?	✓ Yes	□No		
(a) Are event graded in the presence of the ann		11.2				
(a) Are exams graded in the presence of the app		ccordingly?	[₹] Yes	□No		
(b) Does the officer or coordinator take possession		ccordingly?	✓ Yes	☐ No		
		ccordingly?	√ Yes	□ No		
(b) Does the officer or coordinator take possession	on of the test and dispose of ac	ccordingly?	✓ Yes	□ No □ No		
(b) Does the officer or coordinator take possessic (3) How are test disposed of? Shredded	on of the test and dispose of ac	ACTION REQUIRED None				

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(1) W	hat controls are in place to ensure officers appear in court? Local courts advise Area if officers are no	in attendar	ice.
	(a)	How are appearances minimized following cancellations? Officers are notified by cancellation notice	e if on duty	phone calls
		are made if on days off.	- I on althy	, prome edito
		are made it on days off.		
	(b)	How are "short notice" cancellations minimized? Cancellation notices and phone calls.		
(2		CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all ropriate cases?	✓ Yes	□No
(3) Wh	o is responsible for managing the process? Subpoena Clerk		
	(a)	Are court officers performing duties that could be handled by clerical personnel?	Yes	☑ No
1. DEP	ARTM	ENTAL MANUALS EVALUATED ACTION REQUIRED None	CORRECTE	0
a. Ar	e the r	number of authorized libraries being maintained?	✓ Yes	□No
(1)	Are	the libraries convenient for those who must use them?	✓ Yes	□No
	(a)	What controls are in place for "loaning" manuals to employees? Employees can request and sign out	manuals fr	om the OSSI
		if not available through the intranet	=((;	
(2)	Are p	publications distinctively marked so they can be readily identified?	✓ Yes	□No
	(a) /	Are the number of libraries excessive or sufficient? Sufficient		
	(b) I	s there a listing available of what should be in each library?	☐ Yes	☑ No
(3)	Are p	ublications kept up-to-date?	✓ Yes	□No
(4)	Who	files publication changes? Sgt., Lt., or Clerical personnel, depending on where the library is.		

BUTTONWILLOW AREA 426 Chapter 5 Inspection 12/30/2008

- 3. Security of Criminal Records
- (2) D.O.J. no longer requires a log to be kept, provided the officer who is running the criminal history has entered all the appropriate information on the MIS screen.
- 4. Fiscal Procedures
- (1) (b) Fiscal Management Section no longer requires the DL45 be forwarded to them.
- (1) (f) The yellow copy of the counter receipt is sent in the transmittal weekly. The DL45's are no longer required.
- (2) (c) Std. 439 is no longer used.
- (3) (c) Price quotations are obtained when applicable. The Area is so remote that this procedure is not always possible.
- 5. Supply Requisitions (CHP 41)
- b (2) Obsolete items are in the process of being purged.
- 9. School Bus Driver Examinations
- (4) Specific date and time is set on an as needed basis. School Districts and churches are limited in this area.

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER	_
FORT TEJON	CENTRAL	430	
EVALUATED BY		DATE	
LORIE BERGER		10/30/2008	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

-						
☑ For		rmal Evaluation	SUSPENSE DATE			
FOLLOW-U	P REQUIRED	Correction Report	COMMANDER'S REVIEW	la LT	DATE /2-4-	K
1. CLE	RICAL TASKS		10/30/2008	ACTION REQUIRED	CORRECTED	
a. Is	the office well organized?				☑ Yes	☐ No
(1) Are there written job de	scriptions?		7,7	☑ Yes	☐ No
	(a) Does clerical staff h	nave their job description at their de	sk?		☑ Yes	☐ No
	(b) Does clerical staff u	understand what is expected of then	n?	3731304	☑ Yes	☐ No
(2)) Are similar activities gro	uped together to promote efficiency	?		☑ Yes	☐ No
(3)	If tape recorders are use	ed, can clerical employees transcrib	e effectively?		☑ Yes	☐ No
(4)	Is the clerical staff know security, etc.?	ledgeable in the use of personal co	mputers, filing requireme	ents, information	☑ Yes	□ No
(5)	Can another clerical emp	ployee assume the duties of a cleric	al employee who is abs	ent?	☑ Yes	☐ No
b. Is t	the Office Services Superv	risor (OSS) effective?			☑ Yes	☐ No
(1)	Does he/she properly ap	ply management philosophies and	supervisory skills?	1200	☑ Yes	☐ No
	(a) Does he/she have the	ne authority and backing necessary	to effectively supervise	subordinates?	☑ Yes	☐ No
	(b) Is the clerical super	visor an effective manager?	10 1046 110		☑ Yes	□ No
(2)	Does the OSS identify er	nployes with supervisory potential?			☑ Yes	☐ No
	J 1	employees in the preparation of writ		e career	☑ Yes	□ No
	(b) Have special interes been afforded the en	ts been identified and educational comployees?	ppportunities and/or dep	artmental training	☑ Yes	□ No
	(c) Has the CHP 120, In	dividual Development Plan for Futu d to identify particular strengths of t	re Job Performance of I		☑ Yes	□ No
(3)	Does the supervisor set a	good example?			☑ Yes	□ No
	(a) Does he/she show a	willingness to assist subordinate pe	ersonnel?		☑ Yes	☐ No
	(b) Does he/she know w	hen to act, when to delegate, and w	when to refer to a superv	risor?	☑ Yes	☐ No
(4)	If there is more than one (OSS, is the work and supervision e	venly distributed?		☑ Yes	□ No
(5)	Does the OSS participate	in Area staff meetings?			☑ Yes	□ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

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2. FILING SYSTEM	EVALUATED 10 /30 /2008	ACTION REQUIRED	CORRECTED	
a. Is the Area's filing system in compliance with departmental guiffile Guide?		6 11.1, Field Office	☑ Yes	☐ No
b. Are other files, i.e., permanent files, enforcement document file	es, etc., maintained acco	ding to policy?	☑ Yes	☐ No
(1) How far back are accident reports being maintained?	4 years			
(2) Is there a filing backlog?			☐ Yes	☑ No
(3) Is there evidence of recent office review? In	udit file	3770000	☑ Yes	☐ No
(4) How are Management and All Commanders Memorandum	ns filed and purged?	FILED BY NUMBE	R	
AND PURGED BY COMMANDER				
(5) Are Training and Information Bulletins filed?		F	☑ Yes	☐ No
(a) If so, how are they located? BRIEFING ROO	M			
(6) Do all clerical employees understand the filing system?			☑ Yes	☐ No
(7) Does the Area have an effective suspense system?			☑ Yes	☐ No
(a) Do all supervisors take advantage of the suspense sy	stem? Checked	d every day	☑ Yes	☐ No
c. Are personnel files properly secured and access limited?			√ Yes	☐ No
(1) Are the requirements of the Information Practices Act being	g followed?		☑ Yes	☐ No
(2) Is a periodic review done on a regular basis? 13 4	Cficer EHLY		☑ Yes	☐ No
. (a) If so, how often? Quarterly				
(3) Is annual employee review and updating conducted as requ	uired?		☑ Yes	☐ No
(4) Are only required or permitted items contained in personne	I folders?		☑ Yes	☐ No
3. SECURITY OF CRIMINAL RECORDS	10/30/2008	ACTION REQUIRED	CORRECTED	
Have employees who have access to criminal offender record in stating they understand the regulations and policies pertaining to the stating they understand the regulations and policies pertaining to the stating they understand the regulations and policies pertaining to the stating they are stating to the stating th	o these records?		☑ Yes	[] No
(1) Has the Area designated a specific person to release crimin	nal offender record inform	nation? Ofer. Ehly	☑ Yes	□No
(a) Do any other persons release this information?			☐ Yes	☑ No
(b) Has the designated person completed the required train	ning?		☑ Yes	☐ No
(c) Are safeguards in place to verify telephone inquiries pr	or to disclosure? NoN		☑ Yes	□ No
(2) Does each person that is designated to release information Record Information Release Log?	maintain a CHP 263B, C	Criminal Offender P N い	√e ☑ Yes	No
(a) Are entries maintained for the prescribed period of time	?		☑ Yes	☐ No
FISCAL PROCEDURES	EVALUATED 10/30/2008	CERIUDER NOITO	CORRECTED	
a. Have discrepancies on the most current audit reports been corre	cted?		☑ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

		NAGEMENT v. 5-06) OPI 009		
(1	1) Ar	e all change fund and collections handled and processed according to policy?	☑ Yes	☐ No
	(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded? ドゥトール しこととし しこしゃ	☑ Yes	☐ No
	(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☑ Yes	□No
	(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	√ Yes	☐ No
	(d)	Are collections and change funds safeguarded? valed drawer	☑ Yes	☐ No
	(e)	Are checks promptly endorsed and cash receipts reconciled daily?	☑ Yes	□No
	(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	☐ No
	(g)	What specific guidelines are in place for security control and accountability? ALL MONEY IS LO	CATED	
		IN LOCKED DRAWERS AT ALL TIMES. QUARTERLY AUDITS ARE CHECK BY SERGEANT	rs.	
	(h)	Is a supervisor responsible for review of the system?	☑ Yes	☐ No
	(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	☑ Yes	☐ No
	(j)	Are counter receipts and transmittal records prepared properly?	☑ Yes	☐ No
	(k)	Are surprise counts of funds performed and documented by the commander or designee?	☑ Yes	□ No
(2)	Are	security and accountability procedures in place for the petty cash fund?	☑ Yes	☐ No
	(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	√ Yes	☐ No
	(b)	Are valid authorizations on file?	☑ Yes	☐ No
		Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	√ Yes	☐ No
	(d)	Are there adequate procedures to ensure purchases are properly authorized?	☑ Yes	☐ No
	(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	☑ Yes	☐ No
(3)	Are >	K-Number services proper and within departmental and state policy?	☑ Yes	☐ No
	(a)	Are services procured over \$4,999.99?	Yes	☑ No
	(b) l	s the amount limit circumvented by splitting procurements?	Yes	☑ No
	(c) A	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	Yes	☑ No
	(d) [Do invoices itemize charges and reference X-Numbers?	✓ Yes	☐ No
(4)	Are b	ank cards adequately safeguarded, and purchases reviewed by a supervisor?	☑ Yes	☐ No
	(a) A	are cardholders familiar with the bank card process, including prohibited and restricted items?	☑ Yes	□ No
((b) A	re purchases within established policy?	☑ Yes	☐ No
((c) A	re three price quotations obtained and documented on a CHP 315X? SWALL BUSINESS	☑ Yes	□No
(the bank card log completed properly?	☑ Yes	☐ No

CHP 453E (Rev. 5-06) Page 3

STATE OF CALIFORNIA

AREA MANAGEMENT EVALUATION	
OFFICE MANAGEMENT CHP 453E (Rev. 5-06) OPI 009	
(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a supervisor?	☑ Yes
(f) Is there a reconciliation of the monthly bank card statement, and does it have supervisory approve	ıl? 🛛 Yes
b. What controls does the commander have in place to ensure timely transmittals of monies? All	JDITS ARE D
SERGEANTS AND A MEMO I S DONE AND HAS REQUIRED SIGNATURE BY THE COMMANDI	ER.

-						
	(f) Is there a reconciliation of	the monthly bank card state	ement, and does it have s	upervisory approval?	☑ Yes	☐ No
-	b. What controls does the commande	er have in place to ensure ti	mely transmittals of monie	es? AUDTI	'S ARE DONI	EBY
_	SERGEANTS AND A MEMO I S	DONE AND HAS REQUI	RED SIGNATURE BY T	HE COMMANDER.		
2	Assurance (Sec. 11)					
	(1) Are collections sent to Fiscal M \$10,000 total collections, or at			in cash and	✓ Yes	□ No
_	(2) Are monies received for DL45s evidence, etc., handled approp				☑ Yes	□ No
_	(3) Are "no collection" transmittals	sent when appropriate?			☑ Yes	☐ No
	(4) Do tire sale transactions compl	y with policy?			√ Yes	☐ No
	c. Is security of the postage machine	adequate? Keus	locked up a	at night	☑ Yes	☐ No
	(1) Is the machine locked when no		e all tim	V	Yes	☐ No
	(2) Is the meter reading document	ed as required?	UIA		Yes	☑ No
	(3) Is there documentation of moni postage machine is being repai		Piscal Management Sec レル	tion when the	Yes	☑ No
5.	5. SUPPLY REQUISITIONS (CHP 41)		EVALUATED 10/30/2008	ACTION REQUIRED	CORRECTED	
	a. Are requisitions prepared properly?				☑ Yes	☐ No
	(1) Who prepares them? AUTO	TECH. DOES HIS OWN A	ND THE OSS 1 PREPA	RES THE REMAININ	G	
	(2) Has a practical stock level been	established and maintaine	ed?		☑ Yes	☐ No
	(3) Is there a system that notifies th	e staff when the quarterly r	equisition is going to be p	prepared?	☑ Yes	☐ No
	(a) Is the quarterly requisition p	period for this command ad	hered to?		☑ Yes	☐ No
	(b) Is there a high number of e	mergency requisitions?	None		Yes	☑ No
	b. Are items stored properly in a storer	oom?			☑ Yes	☐ No
	(1) Is there convenient access for re	egularly used items? [人间	pt in Clerica	el office	☑ Yes	☐ No
	(2) Have obsolete items been remo	ved?			☑ Yes	☐ No
. :	S. SUPPLIES		10/30/2008	ACTION REQUIRED	CORRECTED	
8	a. Are all cameras assigned to the com-	mand accounted for?	-ocked up		✓ Yes	☐ No
	(1) Are camera cases clean and do	they contain the required a	ccessories?		☑ Yes	□ No
	(2) Is camera maintenance assigned	to a particular individual?	officer El	-114	☑ Yes	☐ No
	(a) What is his/her preventative	maintenance schedule?	CLEANED YEARL'	Y		
		War and the same of the same o				
b	b. Are all extenders assigned to the com	mand accounted for?			☑ Yes	☐ No

☐ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E	(Rev.	5-06)	OPt	009
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(1) Is there adequate security for extender batteries and other supplies? 19519NED TO CACH	☑ Yes	☐ No
7. OFFICE EQUIPMENT EVALUATED 10/30/2008 ACTION REQUIRED	CORRECTED	
a. Are office machines in good condition and properly maintained?	✓ Yes	□ No
(1) Is the vendor complying with maintenance contract provisions?	☑ Yes	☐ No
(2) Is there a shortage or surplus of machines?	☑ Yes	☐ No
b. Is the Management Information System (MIS) used properly?	☑ Yes	□No
(1) Who is authorized to use the equipment? CLERICAL STAFF AND SPECIAL DUTY PERSONNEL		
(2) How is training provided, and by whom? OSS I PROVIDES TRAINING ALONG WITH OFFICER S	OLIZ	
AS NEEDED AND REQUIRED		
(3) Is there a usage schedule for uniformed and nonuniformed personnel?	Yes	☑ No
(4) Are there controls in place to ensure confidentiality?	☑ Yes	□No
(5) Are all personnel aware of how to request repairs after normal business hours?	☑ Yes	☐ No
(6) Is the MIS used to send messages to other offices in lieu of formal memorandums?	Yes	☑ No
(7) What system is used to ensure proper routing of MIS information? CHECKED HOURLY BY OFFICE A	SSISTANT	
c. Are personal computers used properly?	☑ Yes	☐ No
(1) Who is authorized to use the equipment? ALL PERSONNEL ASSIGNED TO AREA		
(2) How is training provided, and by whom? AREA LAN PERSONNEL PROVIDES TRAINING		
WHEN NEEDED. OUTSERVICE IS ALSO AVAILABLE WHEN NEEDED.		
(a) How many employees are trained in its use? ALL	180	
(3) Are there restrictions on the time its used?	Yes	☑ No
(a) Is there a schedule for uniformed and nonuniformed employees?	Yes	☑ No
(4) Is confidential or sensitive information being stored on a PC hard drive?	Yes	☑ No
(a) If so, is the PC password protected?	√ Yes	☐ No
(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept in a secure area?	☑ Yes	□No
(5) What is the PC being used for? ENTRIES INTO MIS FOR CITATION, TIME KEEPING, AREA	CORRESPO	NDENCE
AND MISCELLANEOUS CORRESPONDENCE		
(6) Are controls present to prevent inappropriate/personal use of the computer?	☑ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

(7) Are backup procedures being performed on a regular bas	is? weekly		☑ Yes	☐ No
(a) Where applicable, are backup disks stored in a secur	re area? Stored	off eite	☑ Yes	☐ No
(8) Are PC manuals and other documentation available to all	users?		☑ Yes	☐ No
(9) What procedures are in place to ensure out-of-date docur	nents and files are purge	d? EMAIL PURGE	ED EVERY 9	00 DAYS
BY HEADQUARTERS.				
(10) Are employees aware of the availability of assistance in re	solving computer related	problems?	☑ Yes	☐ No
(11) Is anti-virus software regularly utilized on all state-owned F	ocs? Installed	in all Ples	☑ Yes	☐ No
8. PUBLIC CONTACTS	10/30/2008	ACTION REQUIRED	CORRECTED	
a. Does the office have extended office hours?			Yes	☑ No
(1) If so, are they adequate and effective?		N/A	☐ Yes	☐ No
b. Are persons served promptly and courteously?			☑ Yes	☐ No
(1) Are backup personnel immediately available?			☑ Yes	□ No
(2) Is telephone service both efficient and effective?	☑ Yes	□No		
(3) Are limited duty personnel used for receptionist duties and	answering telephones?		☑ Yes	□ No
(4) Are officer substitutions for nonuniformed positions kept at	a minimum?		☑ Yes	☐ No
9. SCHOOL BUS DRIVER EXAMINATIONS	CORRECTED			
a. Is school bus driver testing a special duty or a clerical function, assigned? SPECIAL DUTY OFFICER - MARK EHLY	or is a full-time school bu	s coordinator		
				_ 8
(1) Are tests and test keys kept in a secure place?			☑ Yes	☐ No
(2) How are interested parties advised of testing procedures?	AREA SCHOOLS A	ND CHURCHES REF	ER THE PAI	RTIES.
(a) Are exams graded in the presence of the applicant, and	d missed questions discu	ssed?	☑ Yes	☐ No
(b) Does the officer or coordinator take possession of the t	est and dispose of accor	dingly?	☑ Yes	☐ No
(3) How are test disposed of? ALL OLD TESTS ARE SH	REDDED			
	10			
(4) Is there a specific date and time set aside for testing?			☑ Yes	☐ No
. COURT INFORMATION PROCEDURES	EVALUATED 10/30/2008	ACTION REQUIRED	CORRECTED	
a. Is there a systematic method of coordinating court appearance m				
a. It there a systematic method of soordinating obtain appearance in	natters?		☑ Yes	☐ No

AREA MANAGEMENT EVALUATION

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OFFICE MANAGEMENT CHP 453E (Rev. 5-06) OPI 009	9 3 95 (
(1) What controls are in place to ensure officers appear in o	court? SI	RGEANTS	CHECK QUARTE	RLY	
(a) How are appearances minimized following cancella	tions? O	FFICERS AI	RE CONTACTED A	S SOON AS P	OSSIBLE
REGARDING THE CANCELLATIONS. THEY	ARE CONTA	CTED AT H	OME OR BY CELL	ULAR PHONE	
(b) How are "short notice" cancellations minimized?	OFFICERS	ARE CONT	CACTED BY CELL	ULAR PHONE	OR AT
HOME. NOTICES ARE ALSO PUT IN THEIR M	IAIL BOX.	-			
(2) Are CHP 90s, Report of Court Appearance - Civil Action, appropriate cases?	properly distri	buted and co	ompleted on all	☑ Yes	☐ No
(3) Who is responsible for managing the process?	SS I				
(a) Are court officers performing duties that could be ha	ndled by cleric	al personnel	?	☐ Yes	☑ No
11. DEPARTMENTAL MANUALS	10/30/200	3	ACTION REQUIRED	CORRECTED	
a. Are the number of authorized libraries being maintained?		72 		☑ Yes	☐ No
(1) Are the libraries convenient for those who must use them	?			☑ Yes	☐ No
(a) What controls are in place for "loaning" manuals to e	mployees?	MANL	ALS ARE NOT LO	DADED.	
OFFICERS ARE ABLE TO OBTAIN MANUALS (ON CHP WEE	SITE			
(2) Are publications distinctively marked as they can be used) ! -! !!!! 10				
(2) Are publications distinctively marked so they can be readi (a) Are the number of libraries excessive or sufficient?				☑ Yes	∐ No
	SUFFICIENT				
(b) Is there a listing available of what should be in each I.	lbrary?			✓ Yes	No
(3) Are publications kept up-to-date?				☑ Yes	☐ No
	E CLERICAL	LIBRARY	AND THE AREA (COMMANDER	
DOES HIS OWN LIBRARY.					

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT CHP 453E (Rev. 5-06) OPI 009

Α.	ъ .	11000
Sgt.	Brooks,	#9967

AREA DIVISION NUMBER Fort Tejon Central EVALUATED BY DATE 10/15/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings. accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION ☐ Formal Evaluation ☐ Informal Evaluation						
	10/15/2008					
☐ Correction Report ☐ Yes ☑ No BY	ARCDON LT	10-2	1-58			
1. CLERICAL TASKS	EVALUATED ACTION REQUIRED 10/15/08	CORRECTED				
a. Is the office well organized?		☑ Yes	☐ No			
(1) Are there written job descriptions?		☑ Yes	☐ No			
(a) Does clerical staff have their job description at their des	k?	√ Yes	□ No			
(b) Does clerical staff understand what is expected of them	?	√ Yes	□ No			
(2) Are similar activities grouped together to promote efficiency?	?	☑ Yes	□ No			
(3) If tape recorders are used, can clerical employees transcribe	e effectively?	Yes	□ No			
(4) Is the clerical staff knowledgeable in the use of personal comsecurity, etc.?	nputers, filing requirements, information	☑ Yes	□No			
(5) Can another clerical employee assume the duties of a clerical	al employee who is absent?	✓ Yes	□ No			
b. Is the Office Services Supervisor (OSS) effective?		✓ Yes	□No			
(1) Does he/she properly apply management philosophies and s	upervisory skills?	√ Yes	□ No			
(a) Does he/she have the authority and backing necessary	to effectively supervise subordinates?	✓ Yes	□ No			
(b) Is the clerical supervisor an effective manager?		☑ Yes	□ No			
(2) Does the OSS identify employes with supervisory potential?		Yes	☑ No			
(a) Does he/she assist employees in the preparation of writt development?	en plans for progressive career	Yes	☑ No			
(b) Have special interests been identified and educational of been afforded the employees?	pportunities and/or departmental training	☐ Yes	☑ No			
(c) Has the CHP 120, Individual Development Plan for Futur Employee, been used to identify particular strengths of the		☐ Yes	☑ No			
(3) Does the supervisor set a good example?		☑ Yes	☐ No			
(a) Does he/she show a willingness to assist subordinate pe	rsonnel?	✓ Yes	☐ No			
(b) Does he/she know when to act, when to delegate, and w	hen to refer to a supervisor?	√ Yes	□ No			
(4) If there is more than one OSS, is the work and supervision ev	enly distributed?	Yes	☐ No			
(5) Does the OSS participate in Area staff meetings?		☑ Yes	☐ No			

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

2. FILING SYSTEM	10/15/08	ACTION REQUIRED	CORRECTED			
a. Is the Area's filing system in compliance with departme File Guide?	ntal guidelines contained in	HPG 11.1, Field Office	☑ Yes	□ No		
b. Are other files, i.e., permanent files, enforcement docur	ment files, etc., maintained a	according to policy?	√ Yes	□ No		
(1) How far back are accident reports being maintained	d?					
(2) Is there a filing backlog?			Yes	☑ No		
(3) Is there evidence of recent office review?			✓ Yes	□No		
(4) How are Management and All Commanders Memor	randums filed and purged?	The AreaComman	nder maintains a	master file		
and purges as expiration dates come due.						
(5) Are Training and Information Bulletins filed?			☑ Yes	□No		
(a) If so, how are they located? Training b	ullentins are posted on a ri	ng binder in the briefing r	room.			
(6) Do all clerical employees understand the filing syste	am2		✓ Yes	□ No		
(7) Does the Area have an effective suspense system?	✓ Yes	□ No				
(a) Do all supervisors take advantage of the suspe	☐ Yes	No				
c. Are personnel files properly secured and access limited?	✓ Yes	□ No				
(1) Are the requirements of the Information Practices Ad	✓ Yes					
(2) Is a periodic review done on a regular basis?	or being followed:		✓ Yes			
(a) If so, how often? Yearly	**************************************		<u> </u>	□ No		
(3) Is annual employee review and updating conducted	on raquirod?		✓ Yes			
			✓ Yes	□ No		
3. SECURITY OF CRIMINAL RECORDS	(4) Are only required or permitted items contained in personnel folders? EVALUATED ACTION REQUIRED ACTION REQUIRED					
A. Have employees who have access to criminal offender restating they understand the regulations and policies pertagnate.		n acknowledgment	√ Yes	☐ No		
(1) Has the Area designated a specific person to release	e criminal offender record in	nformation?	☑ Yes	□No		
(a) Do any other persons release this information?			Yes	☑ No		
(b) Has the designated person completed the require	red training?		√ Yes	☐ No		
(c) Are safeguards in place to verify telephone inqui	ries prior to disclosure?		☑ Yes	☐ No		
(2) Does each person that is designated to release inform Record Information Release Log?	☑ Yes	☐ No				
(a) Are entries maintained for the prescribed period	(a) Are entries maintained for the prescribed period of time?					
4. FISCAL PROCEDURES	10/15/08	ACTION REQUIRED	CORRECTED			
a. Have discrepancies on the most current audit reports been	n corrected?		√ Yes	□ No		
The state of the s						

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(1) Are all change fund and collections handled and processed according to policy?	☑ Yes	☐ No
	(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☑ Yes	□ No
	(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☑ Yes	☐ No
	(c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	√ Yes	□ No
	(d) Are collections and change funds safeguarded?	☑ Yes	□ No
	(e) Are checks promptly endorsed and cash receipts reconciled daily?	☑ Yes	□ No
	(f) Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	☐ No
	(g) What specific guidelines are in place for security control and accountability? Counter receipts an	d DL 45's are	in a secured
	locker only accessable to the Area School Bus Officer.		
	(h) Is a supervisor responsible for review of the system?	☑ Yes	□ No
	(i) Do total collections agree with the total amount of counter receipts and DL45s issued?	☑ Yes	☐ No
	(j) Are counter receipts and transmittal records prepared properly?	☑ Yes	□ No
	(k) Are surprise counts of funds performed and documented by the commander or designee?	☑ Yes	☐ No
(2	Are security and accountability procedures in place for the petty cash fund?	☑ Yes	☐ No
	(a) Is the petty cash fund used only for authorized purchases within the limited amount?	☑ Yes	☐ No
	(b) Are valid authorizations on file?	☑ Yes	☐ No
	(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	☑ Yes	□ No
	(d) Are there adequate procedures to ensure purchases are properly authorized?	☑ Yes	□ No
	(e) Are surprise counts performed by someone not involved in handling the petty cash fund?	√ Yes	☐ No
(3)	Are X-Number services proper and within departmental and state policy?	☑ Yes	☐ No
	(a) Are services procured over \$4,999.99?	☐ Yes	☑ No
	(b) Is the amount limit circumvented by splitting procurements?	Yes	☑ No
	(c) Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	☑ Yes	☐ No
	(d) Do invoices itemize charges and reference X-Numbers?	☑ Yes	□No
(4)	Are bank cards adequately safeguarded, and purchases reviewed by a supervisor?	☑ Yes	□No
	(a) Are cardholders familiar with the bank card process, including prohibited and restricted items?	☑ Yes	□No
	(b) Are purchases within established policy?	☑ Yes	□ No
	(c) Are three price quotations obtained and documented on a CHP 315X?	☑ Yes	□ No
	(d) Is the bank card log completed properly?	√ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

/ 200			(e)	Are invoic	es and (CHP 317	, CAL-0	Card Log,	reviewed l	by a super	visor?			☑ Yes	□No
			(f)	Is there a r	econcilia	ation of t	he mon	thly bank	card state	ment, and	does it have	supervisory approv	al?	☑ Yes	☐ No
	b.	Wł	nat co	ntrols does	the com	ımander	have ir	n place to	ensure tim	nely transn	nittals of moni	es? Ti	he Area	a Commande	er tracks
	transmittals in his Commander's Desk Referance and quarterly audits are conducted by a sergeant.														
									41011						
		(1)		collections 000 total co			_				ence of \$1,00	0 in cash and		☑ Yes	□ No
	(2) Are monies received for DL45s, California Special Driver's Certificate, asset forfeiture, reimbursables, evidence, etc., handled appropriately by coordinating transmittal with the Area cashier?								☑ Yes	☐ No					
		(3)	Are '	'no collectio	on" trans	mittals s	ent wh	еп арргој	priate?					☑ Yes	☐ No
		(4)	Do ti	re sale tran	sactions	comply	with po	olicy?						☑ Yes	☐ No
	c. Is security of the postage machine adequate?								☑ Yes	☐ No					
	((1)	Is the	e machine l	ocked w	hen not	in use?							☑ Yes	☐ No
	((2) Is the meter reading documented as required?						☑ Yes	□ No						
	(ere docume ge machine					warded to	Fiscal Ma	nagement Se	ction when the		☑ Yes	□ No
5.	SUP	PL'	Y REC	NOITIBIUG	S (CHP	41')				10/15/08		ACTION REQUIRED		CORRECTED	
	a. A	∖re i	requis	sitions prepa	ared pro	perly?								☑ Yes	☐ No
	('	1)	Who į	prepares th	em? C	fficer Se	ervices	Supervis	or		-1-2				
	(2	2)	Has a	practical s	tock lev	el been e	establis	hed and	maintained	1?				☑ Yes	☐ No
	(3	3) 1	s the	re a system	that no	tifies the	staff w	hen the c	quarterly re	quisition i	s going to be	prepared?		☑ Yes	☐ No
		((a) Is	s the quarte	rly requ	sition pe	eriod fo	r this com	nmand adh	ered to?				☑ Yes	□ No
		(b) Is	there a hig	gh numb	er of em	ergenc	y requisit	ions?					☐ Yes	☑ No
ŀ	o. A	re it	ems s	stored prop	erly in a	storeroc	om?							☑ Yes	□ No
	(1) :	s ther	e convenie	nt acces	s for reg	gularly i	used item	ns?					☑ Yes	□ No
	(2) F	Have o	obsolete ite	ms beer	remove	ed?							☑ Yes	□No
5. 5	SUPF	LIE	S							10/15/08		ACTION REQUIRED		CORRECTED	
a	ı. Ar	e a	II cam	eras assigr	ned to th	e comm	and ac	counted f	for?	(√ Yes	□No
	(1)) A	re car	mera cases	clean a	nd do th	ney con	tain the r	equired ac	cessories	?			√) Yes	☐ No
	(2)	Is	came	era mainter	nance as	signed t	to a pai	rticular in	dividual?			112 11 20 11 11 11 27 22 22 22 22 22		√ Yes	□No
		(8	a) W	hat is his/he	er preve	ntative n	nainten	ance sch	edule?	Inspect	tion during ye	early inventory / au	adit.		
b	. Are	e all	exter	nders assig	ned to t	he comn	nand a	ccounted	for?					√) Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) Is there adequate security for extender batteries and other supplies?	√ Yes	☐ No			
7. OFFICE EQUIPMENT EVALUATED 10/15/08	CORRECTED				
a. Are office machines in good condition and properly maintained?	☑ Yes	☐ No			
(1) Is the vendor complying with maintenance contract provisions?	✓ Yes	□ No			
(2) Is there a shortage or surplus of machines?	Yes	☑ No			
b. Is the Management Information System (MIS) used properly?	✓ Yes	□ No			
(1) Who is authorized to use the equipment? Clerical staff, special duty personnel and supervisors.					
(2) How is training provided, and by whom? Clerical supervisor provides one-on-one training as need	eded.				
(3) Is there a usage schedule for uniformed and nonuniformed personnel?	Yes	☑ No			
(4) Are there controls in place to ensure confidentiality?					
(5) Are all personnel aware of how to request repairs after normal business hours?					
(6) Is the MIS used to send messages to other offices in lieu of formal memorandums?					
(7) What system is used to ensure proper routing of MIS information? MIS is checked hourly by office	staff.				
c. Are personal computers used properly?	√ Yes	☐ No			
(1) Who is authorized to use the equipment? All personnel.		_			
(2) How is training provided, and by whom? Area LAN coordinator provides training as needed is scheduled.	l and periodic securi	ity training			
(a) How many employees are trained in its use? All personnel.					
(3) Are there restrictions on the time its used?	Yes	√ No			
(a) Is there a schedule for uniformed and nonuniformed employees?	Yes	 ☑ No			
(4) Is confidential or sensitive information being stored on a PC hard drive?	Yes	✓ No			
(a) If so, is the PC password protected?	Yes	□ No			
(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept in a secure area?	☑ Yes	□ No			
(5) What is the PC being used for? All Area applications are currently accessed by Area P.C.'s.					
(6) Are controls present to prevent inappropriate/personal use of the computer?	✓ Yes	□ No			

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(7) Are backup procedures being performed on a regular	basis?		√ Yes	□No
(a) Where applicable, are backup disks stored in a s	ecure area?		☑ Yes	□ No
(8) Are PC manuals and other documentation available to	all users?		√ Yes	□ No
(9) What procedures are in place to ensure out-of-date do	ocuments and files are	purged? This function	n is performed by	у
Information Management Division by limiting the arr	noumt storage space all	oted to each user		
(10) Are employees aware of the availability of assistance		elated problems?	✓ Yes	□ No
(11) Is anti-virus software regularly utilized on all state-own	ed PCs?	Lacroup DCO HOSO	☑ Yes	□ No
8. PUBLIC CONTACTS	10/15/08	ACTION REQUIRED	CORRECTED	
a. Does the office have extended office hours?			Yes	☑ No
(1) If so, are they adequate and effective?			Yes	□ No
b. Are persons served promptly and courteously?	☑ Yes	□ No		
(1) Are backup personnel immediately available?	√ Yes	□ No		
(2) Is telephone service both efficient and effective?	☑ Yes	□ No		
(3) Are limited duty personnel used for receptionist duties	✓ Yes	□ No		
(4) Are officer substitutions for nonuniformed positions kep	☑ Yes	□ No		
9. SCHOOL BUS DRIVER EXAMINATIONS	10/15/08	ACTION REQUIRED	CORRECTED	
a. Is school bus driver testing a special duty or a clerical function assigned? Special Duty.	ion, or is a full-time sch	nool bus coordinator		
(4) As deed, and bed been bed in a constant of	**:			
(1) Are tests and test keys kept in a secure place?	D D ()		☑ Yes	□ No
(2) How are interested parties advised of testing procedure	es? Parties are refe	erred to Area by their response	ective School Di	istrict's on
an as needed basis.				
(a) Are exams graded in the presence of the applicant	, and missed questions	s discussed?	✓ Yes	☐ No
(b) Does the officer or coordinator take possession of t	the test and dispose of	accordingly?		☐ No
(3) How are test disposed of? Cross shredded at Area.				
(4) Is there a specific date and time set aside for testing?			☐ Yes	☑ No
), COURT INFORMATION PROCEDURES	EVALUATED	ACTION REQUIRED	10/15/08	
a. Is there a systematic method of coordinating court appearance	ce matters?		☑ Yes	□ No
The state of the s				

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1	I) W	hat controls are in place to ensure officers appear in	court?	Court log is ma	intained and quarter!	y audits are con	ducted by a
	SU	pervisor.					
	(a)	How are appearances minimized following cancel	lations?	Officers are im	mediately notified w	ith note in there	mail slot.
	-						
	(b)	How are "short notice" cancellations minimized?	Officer	's are immediatel	y notified by telepho	ne.	
(2)		CHP 90s, Report of Court Appearance - Civil Actio ropriate cases?	n, properly	distributed and co	ompleted on all	☑ Yes	□No
(3)	Wh	o is responsible for managing the process?	Officer Serv	vices Supervisor i	naintains a suspense	file for all civil	supoenas.
	(a)	Are court officers performing duties that could be h	andled by o	clerical personnel	?	Yes	☑ No
11. DEPA	ARTM	ENTAL MANUALS	10/15		ACTION REQUIRED	CORRECTED	
a. Are	the	number of authorized libraries being maintained?				√ Yes	□ No
(1)	. Are	the libraries convenient for those who must use the	m?			✓ Yes	☐ No
	(a)	What controls are in place for "loaning" manuals to	employees	? All ma	nuals are now availa	ble on-line, no	loans are
		necessary.			0		
			41.2 (818.0				
(2)	Are	publications distinctively marked so they can be rea	dily identifi	ed?		☑ Yes	☐ No
	(a)	Are the number of libraries excessive or sufficient?	One com	mand library is r	naintained.		
	(b)	s there a listing available of what should be in each	library?	i a l		√ Yes	☐ No
(3)	Аге р	ublications kept up-to-date?				√ Yes	☐ No
(4)	Who	files publication changes? Area Command	ler.				

AREA MANAGEMENT EVALUATION SUPPLEMENT

SUBJECT: Chapter 5 (Self Inspection) DATE: 10/15/2008							
SECTIONS	COMMENTS						
Court Information Procedures	Suspense folder established for CHP 90's, Civil Action Subpoenas.						
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			3113				

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

		451 68 000		
AREA	DIVISION	NUMBER		
MARIPOSA	CENTRAL	455		
EVALUATED BY		DATE		
LT. DAVE PRICI		08/25/2008		

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

Torm out be completed in perior perior, and the supplement ca	TI DO FIGURA RECEITA GESTEGO.					
TYPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE					
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW	DATE				
☐ Yes ☑ No BY	a mi) fin	92	08			
1. CLERICAL TASKS	D. PRICE, LT.	CORRECTED				
a. Is the office well organized?		☑ Yes	□ No			
(1) Are there written job descriptions?		☑ Yes	□ No			
(a) Does clerical staff have their job description at their de	esk?	☑ Yes	□ No			
(b) Does clerical staff understand what is expected of the	☑ Yes	□ No				
(2) Are similar activities grouped together to promote efficiency?						
(3) If tape recorders are used, can clerical employees transcrit	pe effectively?	☑ Yes	□ No			
(4) Is the clerical staff knowledgeable in the use of personal consecurity, etc.?	omputers, filing requirements, information	☑ Yes	□ No			
(5) Can another clerical employee assume the duties of a cleri	ical employee who is absent?	☑ Yes	□ No			
b. Is the Office Services Supervisor (OSS) effective?		☑ Yes	☐ No			
(1) Does he/she properly apply management philosophies and	supervisory skills?	☑ Yes	☐ No			
(a) Does he/she have the authority and backing necessar	y to effectively supervise subordinates?	☑ Yes	□ No			
(b) Is the clerical supervisor an effective manager?		☑ Yes	☐ No			
(2) Does the OSS identify employes with supervisory potential	?	☑ Yes	☐ No			
(a) Does he/she assist employees in the preparation of w development?	ritten plans for progressive career	☑ Yes	☐ No			
(b) Have special interests been identified and educational been afforded the employees?	opportunities and/or departmental training	☑ Yes	□ No			
(c) Has the CHP 120, Individual Development Plan for Fu Employee, been used to identify particular strengths o		√ Yes	□ No			
(3) Does the supervisor set a good example?		☑ Yes	□ No			
(a) Does he/she show a willingness to assist subordinate	personnel?	☑ Yes	□ No			
(b) Does he/she know when to act, when to delegate, and	when to refer to a supervisor?	☑ Yes	☐ No			
(4) If there is more than one OSS, is the work and supervision	evenly distributed?	☐ Yes	□ No			
(5) Does the OSS participate in Area staff meetings?		☑ Yes	□ No			
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AREA MANAGEMENT SVALUATION

OFFICE MANAGEMENT

2. F	FILING SYSTEM	D. PRICE, LT.	ACTION REQUIRED	CORRECTED	
a	 a. Is the Area's filing system in compliance with departmental File Guide? 	guidelines contained in H	PG 11.1, Field Office	☑ Yes	□No
b	b. Are other files, i.e., permanent files, enforcement document	files, etc., maintained ac	cording to policy?	☑ Yes	☐ No
	(1) How far back are accident reports being maintained?	FOUR (4) YEARS ROTA	ATING (SUSPENSED	MONTHLY)	
	(2) Is there a filing backlog?			☐ Yes	☑ No
	(3) Is there evidence of recent office review?	√ Yes	☐ No		
	(4) How are Management and All Commanders Memorand	lums filed and purged?	FILED BY OSS-I	, AND PURGED) A
	MINIMUM OF EVERY SIX (6) MONTHS, AND OR	NLY AFTER EXPIRATION	NC		
	(5) Are Training and Information Bulletins filed?	787-1411 - 130-11-1-1-40-31-11-70		☑ Yes	□ No
	(a) If so, how are they located? IN A CLEAR	LY MARKED BINDER	IN OSS-J'S OFFICE.		
	(6) Do all clerical employees understand the filing system?	······································		☑ Yes	☐ No
(7) Does the Area have an effective suspense system?					
	(a) Do all supervisors take advantage of the suspense	e system?		☑ Yes	☐ No
С	c. Are personnel files properly secured and access limited?		- Manufacture Communication Co	☑ Yes	☐ No
-	(1) Are the requirements of the Information Practices Act b	☑ Yes	☐ No		
	(2) Is a periodic review done on a regular basis?	☑ Yes	☐ No		
(a) If so, how often? AT TIME OF ANNUAL EVALUATION					
	(3) Is annual employee review and updating conducted as	required?		☑ Yes	☐ No
	(4) Are only required or permitted items contained in person	onnel folders?		☑ Yes	☐ No
. S	SECURITY OF CRIMINAL RECORDS	D. PRICE, LT.	ACTION REQUIRED	CORRECTED	- William - A
а	 Have employees who have access to criminal offender reconstating they understand the regulations and policies pertain 	-	acknowledgment	☑ Yes	[®] □ No
	(1) Has the Area designated a specific person to release of	riminal offender record in	formation?	☑ Yes	☐ No
	(a) Do any other persons release this information?			☐ Yes	☑ No
	(b) Has the designated person completed the required	d training?		☑ Yes	□No
	(c) Are safeguards in place to verify telephone inquirie	es prior to disclosure?	OT DISCLUSED	☐ Yes	□ No
	(2) Does each person that is designated to release information Release Log?			☑ Yes	□ No
	(a) Are entries maintained for the prescribed period or	f time?		☑ Yes	☐ No
. F	FISCAL PROCEDURES	D. PRICE, LT.	ACTION REQUIRED	CORRECTED	i visasi kilosas ilia
а	a. Have discrepancies on the most current audit reports been	corrected?		✓ Yes	☐ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	CHP	453E	(Rev.	5-06)	OPI	209
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(1) Are	e all change fund and collections handled and processed according to policy?	√ Yes	□ No
	(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☑ Yes	☐ No
201206-200-200	(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☑ Yes	☐ No
	(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	☑ Yes	☐ No
	(d)	Are collections and change funds safeguarded?	☑ Yes	☐ No
	(e)	Are checks promptly endorsed and cash receipts reconciled daily?	☑ Yes	☐ No
	(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	□ No
	(g)	What specific guidelines are in place for security control and accountability? CHANGE FUND I	S LOCKED A	DRAWER
2224	Land to the same	WITH ONLY CLERICAL HAVING KEYS		
			,	
	(h)	Is a supervisor responsible for review of the system?	☑ Yes	□No
	(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	√ Yes	☐ No
	(j)	Are counter receipts and transmittal records prepared properly?	☑ Yes	□ No
	(k)	Are surprise counts of funds performed and documented by the commander or designee?	☑ Yes	□ No
(2)	Are	security and accountability procedures in place for the petty cash fund?	☑ Yes	□ No
	(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	☑ Yes	☐ No
1100 000 000 000	(b)	Are valid authorizations on file?	☑ Yes	□ No
	(c)	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	☑ Yes	□ No
	(d)	Are there adequate procedures to ensure purchases are properly authorized?	√ Yes	☐ No
	(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	☑ Yes	☐ No
(3)	Are	X-Number services proper and within departmental and state policy?	☑ Yes	□ No
	(a)	Are services procured over \$4,999.99?	☐ Yes	. ☑ No
	(b)	Is the amount limit circumvented by splitting procurements?	☐ Yes	☑ No
	(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	☑ Yes	☐ No
	(d)	Do invoices itemize charges and reference X-Numbers?	☑ Yes	☐ No
(4)	Are	bank cards adequately safeguarded, and purchases reviewed by a supervisor?	☑ Yes	☐ No
	(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	☑ Yes	☐ No
	(p)	Are purchases within established policy?	☑ Yes	☐ No
	(c)	Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	Ø No
	(d)	Is the bank card log completed properly?	☑ Yes	☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E	(Rev. 5-06) OPI 009

		(e))	Α	re ir	voi	ces	an	d C	HP	317,	CA	L-C	ard l	Log,	reviev	ved b	уа	a super	/isor?					√ Yes] No
		(f))	ls	the	e a	rec	on	cilia	tion	of th	ne m	nont	hly t	 cank	card s	stater	nei	nt, and	does i	have s	up	ervisory ap	proval?	☑ Yes] No
ł	o. W	/hat d	ÇOI	nt	ols	doe	s th	ne (com	mar	nder	hav	e in	plac	ce to	ensur	e tim	ely	/ transr	nittals (of monie	es?)	COMM	IANDER RE	VIE	WS
	A	ND S	SIC	G۱	VS I	EVI	ERY	' F	RID	ΑY	MC	ORN	INC	3, IF	TT	IS NO	T ON	1]-}	HS DE	SK HE	KNOW	٧S	TO ASK F	OR IT.			

	(1																		occurre ursday?		f \$ 1,000) in	cash and		☑ Yes	[] No
	(2																				forfeitu ea cash		, reimbursa ?	bles,	⊘ Yes	(□No
	(3) Ar	e '	"n	00	llec	tior	ı" tı	ans	mitt	tals :	sent	wh	en a	ppro	priate	?								☑ Yes	[□No
	(4) Do	o ti	ire	sai	e tr	ans	act	ions	co	mply	/ wit	h po	olicy'	?										☑ Yes	[□No
(. Is	secu	urit	ty	of th	ер	ost	age	: ma	ıchi	ne a	deq	uate	 ∋?											☑ Yes	{	□No
	(1)) is	th	ie	nac	hin	e lo	¢k€	ed w	her	not	in u	use?	>											☑ Yes	[□No
	(2)) Is	th	e	net	er r	ead	ing	doc	um	ente	d as	s red	quire	∍d?				7.20						☑ Yes		□ No
	(3)	-												ided eplac			ed to	Fis	scal Ma	anager	nent Se	ctio	on when th	e	☑ Yes		□ No
5. 5	SUPP	LY F	₹E	Q	JIS	TIC	NS	(C	HP	41)	10	7 2-cs (650		7.7	12 0/1	ξħ	1	3	VALUATE D. PRIC			1	CTION REQUIR	ED	CORRECTED		
e	ı. Ar	е гес	qui	isi	ion	s pr	epa	rec	d pro	 pei	гly?										110000	nda.			☑ Yes		□ No
	(1)) Wi	ho	р	repa	ares	the	 em′	?																		-11
	(2)) Ha	as	а	prad	tica	al st	ocl	< le	rel t	been	est	abli	shec	d and	d main	taine	d?							☑ Yes		No
	(3)) Is	the	er	e a :	sys	em	tha	at no	otifie	es th	e st	aff v	wher	n the	quart	erly г	eq	uisition	is goir	g to be	pr	epared?		☑ Yes		□ No
		(a))	ls	the	qua	arte	rly	requ	Jisit	ion ;	perio	od fo	or thi	is co	mmar	nd ad	hei	red to?						☑ Yes		☐ No
		(b))	ls	the	e a	hiç	jh r	านm	ber	of e	mer	gen	су г	equi	sitions	?						,	HIPPON DE	☐ Yes		√ No
b	. Аг	e iter	ms	s s	tore	d p	rop	erly	/ in	a st	orer	oom	1?												☑ Yes		□ No
	(1)) Is t	the	er	e co	nve	nie	nt a	3006	ss '	for r	egul	larly	use	d ite	ms?									☑ Yes		□ No
	(2)) Ha	ave	e c	bsc	lete	ite	ms	bei	∍n r	emo	ved	?												☑ Yes		□ No
6. 5	UPP	LIES	}			3			2,010 2,—5	.5	9	H	7.				- 2 3 3	- 1	EVALUATE D. PRIC			1	ACTION REQUI	RED	CORRECTED		
а	Ar	e all	са	am	ега	as	sig	nec	d to	the	com	ımaı	nd a	acco!	unte	d for?									☑ Yes		□ No
	(1)) Are	e c	ca	ner	a ca	se	s cl	ean	an	d do	the	у сс	ntai	n the	e requ	ired a	acc	cessorie	s?					☑ Yes		□ No
	(2)) Is	ca	ım	era	mai	nte	nar	nce	ass	igne	d to	ар	artic	cular	indivi	dual?								☑ Yes		□ No
		(a)	, ,	W	hat	is h	is/h	er	pre	/en	tativ	e ma	ainte	enar	nce s	schedu	ıle?		СНЕ	CKS (CAMER	AS	S ON A RE	EGULAR	BASIS AND	ΑΊ	TIME
				0	FA	UD	ITS	;.													- 20		Married and Alberta				-A-7
b	. Ar	e all	ex	κte	nde	rs a	ssi	gne	ed to	the	e co	mma	and	acc	ount	ed for	?						er uncer		☑ Yes		☐ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(1)	Is there adequate security for extender batteries a	and other supplies?		☑ Yes	☐ No
. 0	FFIC	CE EQUIPMENT	D. PRICE, LT.	ACTION REQUIRED	CORRECTED	
a.	Are	e office machines in good condition and properly ma	aintained?		☑ Yes	☐ No
	(1)	Is the vendor complying with maintenance contra	ct provisions?		☑ Yes	□ No
	(2)	Is there a shortage or surplus of machines?			Yes	☑ No
b.	is ti	the Management Information System (MIS) used pr	operly?		☑ Yes	☐ No
	(1)	Who is authorized to use the equipment? ALI	TRAINED EMPLOYEES			
- 111	(2)	How is training provided, and by whom? DIS	PATCH EITHER COMES TO	AREA OFFICE OR A	REA EMPLOYI	EES GO T
		THE MERCED DISPATCH CENTER TO BE T	RAINED WHEN TRAINING	IS REQUIRED.	N	
	(3)	Is there a usage schedule for uniformed and none	uniformed personnel?		Yes	☑ No
	(4)	Are there controls in place to ensure confidentialing	ty?		☑ Yes	☐ No
	(5)	Are all personnel aware of how to request repairs	after normal business hours?		☑ Yes	□ No
	(6)	Is the MIS used to send messages to other office	s in lieu of formal memorandun	ns?	☑ Yes	Ø No
	(7)	What system is used to ensure proper routing of	MIS information? CLERICAL	EMAILS MESSAGES	TO THOSE IN	NEED
c.	Are	e personal computers used properly?	19		☑ Yes	☐ No
	(1)	Who is authorized to use the equipment?	ALL TRAINED EMPLOYEE	S		
	(2)	How is training provided, and by whom?	BY IN HOUSE EXPERTS AT	ND TRAINING IS PRO	OVIDED BY CE	ENTRAL
		DIVISION WHEN NEEDED.		Alexander and the second		
		(a) How many employees are trained in its use?	ALL EMPLOYEES			
cel race:	(3)	Are there restrictions on the time its used?		W-1-2-1	☐ Yes	☑ No
		(a) Is there a schedule for uniformed and nonun	iformed employees?		Yes	
	(4)				☑ Yes	☐ No
77		(a) If so, is the PC password protected?			☑ Yes	☐ No
	III DOGGE	(b) Is confidential or sensitive information stored secure area?	on disks, CDs, or removable of	drives kept in a	☑ Yes	☐ No
	(5)	What is the PC being used for? DEPAR	TMENTAL REQUIRED WOR	RK ONLY	A LANGE CONTRACTOR OF THE STATE	
			0.000			
		Are controls present to prevent inappropriate/pers			✓ Yes	~

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE	MANAGEMENT
CHP 453E	(Rev. 5-06) OPI 009

	(7) Are backup procedures being performed on a regula	ar basis?		☑ Yes	□ No
	(a) Where applicable, are backup disks stored in a	secure area?		☑ Yes	☐ No
	(8) Are PC manuals and other documentation available	to all users?		☑ Yes	□ No
	(9) What procedures are in place to ensure out-of-date	documents and files are purg	jed? EACH EMPLO	OYEE PURGE	STHEIR
	OWN WORK WHEN NECESSARY.				
	(40) And Grander and Andrew (40) And Grander and Andrew (40) Andre		ad weaklene?	☑ Yes	□ No
	(10) Are employees aware of the availability of assistance	Was a Company of the	ed problems?	✓ Yes	□ No
	(11) Is anti-virus software regularly utilized on all state-ov	VNEG POS?	ACTION REQUIRED	CORRECTED	
8. F	PUBLIC CONTACTS	D. PRICE, LT.			
e	. Does the office have extended office hours?			☐ Yes	☑ No
	(1) If so, are they adequate and effective?		N/	∑ ☐ Yes	□ No
b	. Are persons served promptly and courteously?			☑ Yes	□ No
	(1) Are backup personnel immediately available?			☑ Yes	☐ No
	(2) Is telephone service both efficient and effective?			√ Yes	☐ No
	(3) Are limited duty personnel used for receptionist dutie	es and answering telephones	i?	☑ Yes	☐ No
	(4) Are officer substitutions for nonuniformed positions I	kept at a minimum?		☑ Yes	☐ No
9. S	CHOOL BUS DRIVER EXAMINATIONS	D. PRICE, LT.	ACTION REQUIRED	CORRECTED	
a	. Is school bus driver testing a special duty or a clerical fur assigned? SPECIAL DUTY OFFICER	nction, or is a full-time schoo	bus coordinator		
	(1) Are tests and test keys kept in a secure place?			☑ Yes	No
		Harailli 1990 - Julius - Harailli - Harailli 1990	Carried Control of the Control of th		
	(2) How are interested parties advised of testing proced	lures? BY PERSONAL	INTERVIEW BY SCH	IOOL BUS OF	TICER
	(2) How are interested parties advised of testing proced AND BY THE SCHOOL DISTRICT.	lures? BY PERSONAL	INTERVIEW BY SCH	IOOL BUS OFI	TICER
		lures? BY PERSONAL	INTERVIEW BY SCH	IOOL BUS OFI	TICER
				OOL BUS OFI	PICER
	AND BY THE SCHOOL DISTRICT.	ant, and missed questions d	iscussed?		
	AND BY THE SCHOOL DISTRICT. (a) Are exams graded in the presence of the applic	eant, and missed questions d	iscussed?	☑ Yes	☐ No
	AND BY THE SCHOOL DISTRICT. (a) Are exams graded in the presence of the applic (b) Does the officer or coordinator take possession	eant, and missed questions d	iscussed?	☑ Yes	□No
	AND BY THE SCHOOL DISTRICT. (a) Are exams graded in the presence of the applic (b) Does the officer or coordinator take possession (3) How are test disposed of? CROSS SHREDDE	eant, and missed questions d of the test and dispose of a	iscussed?	☑ Yes ☑ Yes	□ No
	AND BY THE SCHOOL DISTRICT. (a) Are exams graded in the presence of the applic (b) Does the officer or coordinator take possession	cant, and missed questions do not the test and dispose of and D	iscussed? ccordingly?	☑ Yes ☑ Yes ☑ Yes	□No
10.	AND BY THE SCHOOL DISTRICT. (a) Are exams graded in the presence of the applic (b) Does the officer or coordinator take possession (3) How are test disposed of? CROSS SHREDDE	eant, and missed questions d of the test and dispose of a	iscussed?	☑ Yes ☑ Yes	□ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

CHP 453E (Rev. 5-06) Page 7

	(1)	Wh	at controls are in place to ensure o	fficers appear in cour	each office	R IS SERVED AND	SIGNS A COF	Y OF THE
		SU	BPOENA AS EXCEPTED, WITH	COURT CLERK FII	LING. ALSO, A "C" IS	PLACED ON THE N	MASTER SCH	EDULE
		FO	R EACH DAY A OFFICER HAS	COURT.				(1)
		(a)	How are appearances minimized	following cancellation	s? IF ON DUTY,	OFFICERS ARE NO	TIFIED IMME	EDIATLY
			BY DISPATCH. IF OFF DUTY	THE COURT CLER	K OR SERGEANT CA	LLS THE OFFICER'S	s номе.	THE STATE OF THE S
			10000	44 41-114AU - 41				
		(b)	How are "short notice" cancellation	ns minimized?	COURT/D.A.'S OFFICE	NOTIFIES AREA C	OFFICE AS SC	ON AS
			THEY ARE AWARE OF ANY	CHANGES.	Hills Hill Control House	a Peop (415		
			The state of the s					
	(2)		CHP 90s, Report of Court Appears	ance - Civil Action, pro	operly distributed and co	mpleted on all	☑ Yes	□No
	(3)	Wh	o is responsible for managing the p	process? COU	RT CLERK / SERGEAT	NT	HIREAN	
		(a)	Are court officers performing dutie	es that could be hand	ed by clerical personnel	?	☐ Yes	☑ No
11. D	EPA	RTN	ENTAL MANUALS		D. PRICE, LT.	ACTION REQUIRED	CORRECTED	
a.	Are	the	number of authorized libraries bein	g maintained?		1	☑ Yes	☐ No
	(1)	Are	the libraries convenient for those v	vho must use them?			☑ Yes	☐ No
		(a)	What controls are in place for "loa	ining" manuals to em	ployees? OUTC	ARDS ARE USED,	BUT MANUA	LS ARE
			NEVER ALLOWED TO LEAVE	THE OFFICE.		119-6-119-9-		
			· · · · · · · · · · · · · · · · · · ·					
	(2)	Are	publications distinctively marked s	o they can be readily	identified?		√ Yes	☐ No
		(a)	Are the number of libraries excess	sive or sufficient? S	UFFICIENT			
*****		(b)	Is there a listing available of what	should be in each lib	rary?	3 44 4 5 4 0 4 1 K 1 K 1 K 1 K 1 K 1 K 1 K 1 K 1 K 1	√ Yes	☐ No
	(3)	Are	publications kept up-to-date?	1, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3, 3,			√Yes	☐ No
A	(4)	Who	files publication changes?	OSS-I FILES THE	COMMAND SET AN	O THE LT.'S MANU	ALS. THE O	A FILES
		MA	NUAL UPDATES IN THE SGT.	S OFFICE,	III III WAREN	The state of the s		
	HI SEE	-						
				With the state of				

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	CIVISION	NUMBER
Merced	Central	
EVALUATED BY		DATE
Officer Luis La	ra	09/29/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Info	rmal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED Yes No	☐ Correction Report	COMMANDER'S REVIEW	auldag.	DATE 9/30/08	3
1. CLERICAL TASKS	i	Yes Yes	No No	CORRECTED	
a. Is the office well organized?				✓ Yes	□No
(1) Are there written job de	escriptions?			✓ Yes	□No
(a) Does clerical staff	have their job description at their des	sk?		✓ Yes	□No
(b) Does clerical staff	understand what is expected of them	1?		✓ Yes	□No
(2) Are similar activities gro	puped together to promote efficiency	?		✓ Yes	□No
(3) If tape recorders are us	ed, can clerical employees transcribe	e effectively?		✓ Yes	□No
(4) Is the clerical staff know security, etc.?	vledgeable in the use of personal cor	mputers, filing requireme	nts, information	✓ Yes	□No
(5) Can another clerical em	ployee assume the duties of a cleric	al employee who is abse	ent?	✓ Yes	□No
b. Is the Office Services Super	visor (OSS) effective?			✓ Yes	□No
(1) Does he/she properly a	pply management philosophies and	supervisory skills?		✓ Yes	□No
(a) Does he/she have	the authority and backing necessary	to effectively supervise	subordinates?	✓ Yes	□No
(b) Is the clerical super	visor an effective manager?		3	✓ Yes	□No
(2) Does the OSS identify e	employes with supervisory potential?			✓ Yes	□No
(a) Does he/she assist development?	employees in the preparation of writ	ten plans for progressive	e career	✓ Yes	□No
(b) Have special intere been afforded the e	sts been identified and educational c employees?	opportunities and/or depa	artmental training	✓ Yes	□No
	ndividual Development Plan for Futu sed to identify particular strengths of		Permanent	✓ Yes	□No
(3) Does the supervisor set	a good example?				□No
(a) Does he/she show	a willingness to assist subordinate p	ersonnel?			□No
(b) Does he/she know	when to act, when to delegate, and v	vhen to refer to a superv	risor?	✓ Yes	□No
(4) If there is more than one	OSS, is the work and supervision e	venly distributed?		Yes	□No
(5) Does the OSS participat	e in Area staff meetings?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

2. F	FIL	ING	SSYSTEM	EVALUATED Yes	NO NO	CORRECTED	
ē			he Area's filing system in compliance with departmental guide Guide?		3 11.1, Field Office	✓ Yes	□ No
t	D.	Are	other files, i.e., permanent files, enforcement document files,	etc., maintained acco	rding to policy?	✓ Yes	□No
		(1)	How far back are accident reports being maintained? Per Re-	tention Schedule			
		(2)	Is there a filing backlog?			☐ Yes	☑ No
		(3)	Is there evidence of recent office review?			✓ Yes	□No
	-	(4)	How are Management and All Commanders Memorandums	filed and purged? Fil	ed in a binder located in	master libra	ry and
			purged by the date.				
	((5)	Are Training and Information Bulletins filed?			✓ Yes	□No
			(a) If so, how are they located? In the master library. A	copy of field specific	training and information	bulletins are	e located in
			briefing book.				
	((6)	Do all clerical employees understand the filing system?			✓ Yes	□No
	((7)	Does the Area have an effective suspense system?			✓ Yes	□No
			(a) Do all supervisors take advantage of the suspense system	ım?		✓ Yes	□No
С	. /	Аге	personnel files properly secured and access limited?			✓ Yes	□No
	((1)	Are the requirements of the Information Practices Act being f	ollowed?		✓ Yes	□No
	((2)	Is a periodic review done on a regular basis?			☐ Yes	☑ No
			(a) If so, how often?				
	((3)	Is annual employee review and updating conducted as require	ed?		✓ Yes	□No
	(4)	Are only required or permitted items contained in personnel f	olders?		✓ Yes	□No
s	EC	UR	RITY OF CRIMINAL RECORDS	EVALUATED Yes	ACTION REQUIRED	CORRECTED	
а			e employees who have access to criminal offender record infi ing they understand the regulations and policies pertaining to		knowledgment	✓ Yes	□No
	(1)	Has the Area designated a specific person to release crimina	l offender record Infor	mation?	✓ Yes	□No
			(a) Do any other persons release this information?			Yes	☑ No
			(b) Has the designated person completed the required training	ng?		✓ Yes	□No
			(c) Are safeguards in place to verify telephone inquiries prio	r to disclosure?		✓ Yes	□No
	(;		Does each person that is designated to release information n Record Information Release Log?	naintain a CHP 263B,	Criminal Offender	□Yes	✓ No
			(a) Are entries maintained for the prescribed period of time?	17		✓ Yes	□ No
F	ISC	CAL	PROCEDURES	Yes	No	CORRECTED	
a.	. +	lave	e discrepancies on the most current audit reports been correc	eted?		☑ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

-					
	(1)	Аге	e all change fund and collections handled and processed according to policy?	✓ Yes	□No
		(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
		(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	✓ Yes	□No
		(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□No
		(d)	Are collections and change funds safeguarded?	✓ Yes	□ No
		(e)	Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□No
		(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	□ No
		(g)	What specific guidelines are in place for security control and accountability? CHP 251s (Counter Recei	ipts) are re	conciled by
			the Office Services Supervisor. Moneys are kept in a locked cash box which is then locked in a file ca	ibinet in the	e OSSI's
			Office,		
		(h)	Is a supervisor responsible for review of the system?	✓ Yes	□ No
		(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□No
		(j)	Are counter receipts and transmittal records prepared properly?	✓ Yes	□No
		(k)	Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□ No
	(2)	Are	security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
		(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
		(b)	Are valid authorizations on file?	✓Yes	□No
je,		(c)	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
		(d)	Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□No
		(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□No
	(3)	Are	X-Number services proper and within departmental and state policy?	✓ Yes	□No
		(a)	Are services procured over \$4,999.99?	□Yes	✓ No
		(b)	Is the amount limit circumvented by splitting procurements?	□Yes	☑ No
		(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
		(d)	Do invoices itemize charges and reference X-Numbers?	✓ Yes	□ No
	(4)	Are	bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□ No
		(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
		(b)	Are purchases within established policy?	✓ Yes	□No
		(c)	Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	□ No
		(d)	Is the bank card log completed properly?	✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 4	453E	: (Re	v. 5-06) OPI 009				
		(e)	Are invoices and CHP 317, CAL-Card Log, reviewed by	a supervisor?		✓ Yes	□No
		(f)	Is there a reconciliation of the monthly bank card statem	ent, and does it ha	ave supervisory approval?	✓Yes	□ No
b.	W	hat c	controls does the commander have in place to ensure time	ely transmittals of r	nonies? If clerical supervise	or is not ava	ilible, the
	tra	ansın	ittal is completed by the office assistant.				
		70					
	(1)		e collections sent to Fiscal Management Section at the fire 0,000 total collections, or at the close of business each Th		1,000 in cash and	✓ Yes	□No
	(2)		e monies received for DL45s, California Special Driver's C dence, etc., handled appropriately by coordinating transm			☑ Yes	□No
	(3)	Ar	e "no collection" transmittals sent when appropriate?			✓ Yes	□No
	(4)	Do	tire sale transactions comply with policy?			☑ Yes	□No
c.	ls s	secu	rity of the postage machine adequate?			✓ Yes	□No
	(1)	ls t	the machine locked when not in use?			✓ Yes	□No
	(2)	ls t	the meter reading documented as required?	K.		✓ Yes	□No
	(3)		there documentation of monies refunded or forwarded to fatage machine is being repaired or replaced?	Fiscal Managemer	nt Section when the	✓ Yes	□No
5. SU	IPPL	LY R	EQUISITIONS (CHP 41)	Yes	ACTION REQUIRED	CORRECTED	;
a.	Are	e req	uisitions prepared properly?			✓ Yes	□No
	(1)	Wh	o prepares them? Supervisory staff for which the reque	st is being made.			
	(2)	Ha	s a practical stock level been established and maintained	?		✓ Yes	□No
	(3)	ls t	here a system that notifies the staff when the quarterly re	quisition is going t	o be prepared?	✓ Yes	□No
		(a)	Is the quarterly requisition period for this command adher	ered to?		✓ Yes	□No
		(b)	Is there a high number of emergency requisitions?			☐Yes	☑ No
b.	Are	iten	ns stored properly in a storeroom?			✓ Yes	□No
	(1)	is t	here convenient access for regularly used items?			✓ Yes	□No
	(2)	Hav	ve obsolete items been removed?			✓ Yes	□No
s. su	PPL	JES		Yes Yes	No	CORRECTS)
а.	Are	all c	cameras assigned to the command accounted for?	1-21		✓ Yes	□No
	(1)	Are	camera cases clean and do they contain the required ac	cessories?		✓ Yes	□No
	(2)	ls c	amera maintenance assigned to a particular individual?			✓ Yes	□No
		(a)	What is his/her preventative maintenance schedule? (Quarterly mainten	ance schedule.		
b.	Are	all e	extenders assigned to the command accounted for?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(1)) Is there a	adequate security for extender batte	eries and other s	upplies?		✓ Yes	□No
7.	OFFI	CE EQUIPA	MENT		Yes	ACTION REQUIRED	CORRECTED	
	a. Ar	re office ma	chines in good condition and prope	erly maintained?	1.54		✓ Yes	□No
	(1)) Is the ver	ndor complying with maintenance c	contract provision	ns?		✓ Yes	□No
	(2)) Is there a	shortage or surplus of machines?			7-2	☐ Yes	☑ No
l	o. Is	the Manage	ement Information System (MIS) us	sed properly?			✓ Yes	□No
	(1)) Who is a	uthorized to use the equipment?	Clerical Superv	isor and Commu	nications Supervisors.		
						×		
	(2)) How is tra	aining provided, and by whom?	Through the CA	AD, MIS, and DC	J Coordinator		
						:4:		
	(3)	ls there a	usage schedule for uniformed and	d nonuniformed p	personnel?		☐ Yes	☑ No
	(4)	Are there	controls in place to ensure confide	entiality?			✓ Yes	□ No
	(5)	Are all pe	rsonnel aware of how to request re	epairs after norm	al business hours	s? 	✓ Yes	□ No
	(6)	Is the MIS	Sused to send messages to other	offices in lieu of t	formal memorand	ums?	☐ Yes	☑ No
	(7) \	What system	n is used to ensure proper routing	of MIS information	on?			
C	. Are	e personal o	computers used properly?					□No
C	-			All trained unifo	ormed and non-u	niformed personnel.		□ No
C	-			All trained unifo	ormed and non-u	niformed personnel	☑ Yes	□No
C	-	Who is au						
C	(1)	Who is au	athorized to use the equipment?					
	(1)	Who is au	ithorized to use the equipment?	raining is provid	ed through Area			
C	(1)	Who is au How is tra	ithorized to use the equipment? sining provided, and by whom? Ti	raining is provid	ed through Area		rtmental instru	ctors.
0	(1)	Who is au How is tra (a) How Are there	withorized to use the equipment? Initially a strained in its restrictions on the time its used?	raining is provid use? All Area p	ed through Area		rtmental instruc	ctors.
C	(2)	Who is au How is tra (a) How Are there (a) Is the	withorized to use the equipment? Aining provided, and by whom? To many employees are trained in its restrictions on the time its used? Are a schedule for uniformed and no	raining is provid use? All Area p onuniformed em	ed through Area ersonnel. ployees?		rtmental instruc	ctors. ☑ No ☑ No
	(2)	Who is au How is tra (a) How Are there (a) Is the	ithorized to use the equipment? sining provided, and by whom? To many employees are trained in its restrictions on the time its used? are a schedule for uniformed and no ntial or sensitive information being	raining is provid use? All Area p onuniformed em	ed through Area ersonnel. ployees?		Timental instruc	octors. ☑ No ☑ No ☑ No
C	(2)	Who is au How is tra (a) How Are there (a) Is the Is confiden (a) If so,	many employees are trained in its restrictions on the time its used? The a schedule for uniformed and notical or sensitive information being is the PC password protected?	raining is provid use? All Area p onuniformed em stored on a PC	ed through Area ersonnel. ployees? hard drive?	Training by through Depar	rtmental instruc	ctors. ☑ No ☑ No
	(2)	Who is au How is tra (a) How Are there (a) Is the Is confider (a) If so, (b) Is con	ithorized to use the equipment? sining provided, and by whom? To many employees are trained in its restrictions on the time its used? are a schedule for uniformed and no ntial or sensitive information being	raining is provid use? All Area p onuniformed em stored on a PC	ed through Area ersonnel. ployees? hard drive?	Training by through Depar	Timental instruc	octors. ☑ No ☑ No ☑ No
	(2)	Who is au How is tra (a) How Are there (a) Is the Is confider (a) If so, (b) Is cor	many employees are trained in its restrictions on the time its used? The a schedule for uniformed and notical or sensitive information being is the PC password protected?	use? All Area p onuniformed em stored on a PC	ed through Area ersonnel. ployees? hard drive?	Training by through Depar	rtmental instruc	✓ No ✓ No ✓ No ✓ No
	(3)	Who is au How is tra (a) How Are there (a) Is the Is confider (a) If so, (b) Is cor	many employees are trained in its restrictions on the time its used? The a schedule for uniformed and notical or sensitive information being is the PC password protected?	use? All Area p onuniformed em stored on a PC	ed through Area ersonnel. ployees? hard drive?	Training by through Depar	rtmental instruc	✓ No ✓ No ✓ No ✓ No
	(3)	Who is au How is tra (a) How Are there (a) Is the Is confider (a) If so, (b) Is cor	many employees are trained in its restrictions on the time its used? The a schedule for uniformed and notical or sensitive information being is the PC password protected?	use? All Area p onuniformed em stored on a PC	ed through Area ersonnel. ployees? hard drive?	Training by through Depar	rtmental instruc	✓ No ✓ No ✓ No ✓ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

a. is	there a systematic method of coordinating court appearance	maπers?		✓ Yes	□No		
	URT INFORMATION PROCEDURES	Yes	No No				
(4	i) Is there a specific date and time set aside for testing?	EUAL LATER	ACTION REQUIRED	✓ Yes	□No		
	, The more are made of the	om 275 approun	on, tolk are spon phroaced				
(3	(b) Does the officer or coordinator take possession of the 3) How are test disposed of? After notes are made on the			✓ Yes	□No		
	(a) Are exams graded in the presence of the applicant, as			☑ Yes	□No		
(2	2) How are interested parties advised of testing procedures?	Through employ	er and local community col	lege events			
	Are tests and test keys kept in a secure place?			✓ Yes	□No		
	s school bus driver testing a special duty or a clerical function, ssigned? Special Duty Officer is assigned.	, or is a full-time sc	nool bus coordinator				
	OOL BUS DRIVER EXAMINATIONS	Yes	No	CORRECTED			
(4	Are officer substitutions for nonuniformed positions kept a	t a minimum?	ACTION REQUIRED	✓ Yes	□No		
(;	3) Are limited duty personnel used for receptionist duties and	d answering telepho	ones?	✓ Yes	□ No		
(2	2) Is telephone service both efficient and effective?			✓ Yes	□No		
(Are backup personnel immediately available?				□No		
b. <i>A</i>	Are persons served promptly and courteously?			✓ Yes	□No		
(If so, are they adequate and effective?			Yes	□No		
a. [Does the office have extended office hours?			☐Yes	☑ No		
8. PUE	BLIC CONTACTS	Yes	ACTION REQUIRED	CORRECTED			
	11) Is anti-virus software regularly utilized on all state-owned l			✓ Yes	□No		
(10) Are employees aware of the availability of assistance in re	esolvina computer r	elated problems?	✓ Yes	□No		
	their personal files and documents.						
	(9) What procedures are in place to ensure out-of-date documents and files are purged? Semi-annual reminde						
((8) Are PC manuals and other documentation available to all users?						
	(a) Where applicable, are backup disks stored in a secur	e area?		✓ Yes	□ No		
(7) Are backup procedures being performed on a regular bas	is?		✓ Yes	□ No		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

0		IN THE COLUMN TO	
CHP	453E	(Rev. 5-06) OPI 009	

(a) How are appearances minimized following cancellations? Subpoena clerk notifies affected employee of the cancellation a soon as possible. (b) How are "short notice" cancellations minimized? Immediate notification to the affected employee of the cancellation a soon as possible. (c) Are CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all appropriate cases? (d) Who is responsible for managing the process? Office Assistant Karen Stephens (a) Are court officers performing duties that could be handled by clerical personnel? Yes No DEPARTMENTAL MANUALS SUBJECT NO Are the number of authorized libraries being maintained? Yes No (1) Are the libraries convenient for those who must use them? Yes No (a) What controls are in place for "loaning" manuals to employees? Employees do not take manuals from the office. (2) Are publications distinctively marked so they can be readily identified? Yes No (a) Are the number of libraries excessive or sufficient? Sufficient (b) Is there a listing available of what should be in each library? Yes No (3) Are publications kept up-to-date? OSSI assigns this task to clerical personnel.							
(2) Are CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all appropriate cases? (3) Who is responsible for managing the process? Office Assistant Karen Stephens (4) Are court officers performing duties that could be handled by clerical personnel? Yes No DEPARTMENTAL MANUALS EVALUATED Yes No (a) Are the number of authorized libraries being maintained? Yes No (b) What controls are in place for "loaning" manuals to employees? Employees do not take manuals from the office. (c) Are publications distinctively marked so they can be readily identified? Yes No (a) Are the number of libraries excessive or sufficient? Sufficient (b) Is there a listing available of what should be in each library? Yes No (3) Are publications kept up-to-date? Yes No	(1)) What controls are in place to ensure officer	s appear in court?	Court advises a	rea if the Officer fails to ap	opear	
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(a) Are court officers performing duties that could be handled by clerical personnel?	(2)		- Civil Action, prop	perly distributed a	nd completed on all	✓ Yes	□No
DEPARTMENTAL MANUALS a. Are the number of authorized libraries being maintained? (1) Are the libraries convenient for those who must use them? (2) Are publications distinctively marked so they can be readily identified? (3) Are the number of libraries excessive or sufficient? Sufficient (4) Is there a listing available of what should be in each library? (5) Are publications kept up-to-date?	(3)	Who is responsible for managing the proces	ss? Office Ass	istant Karen Stepl	nens		
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(1) Are the libraries convenient for those who must use them?	. DEP	ARTMENTAL MANUALS			CO.CO.	CORRECTED	
(a) What controls are in place for "loaning" manuals to employees? Employees do not take manuals from the office. (2) Are publications distinctively marked so they can be readily identified?	a. Are	e the number of authorized libraries being ma	intained?			✓ Yes	□No
(2) Are publications distinctively marked so they can be readily identified?	(1)	Are the libraries convenient for those who n	nust use them?			✓ Yes	□No
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(b) Is there a listing available of what should be in each library?	(2)	Are publications distinctively marked so the	y can be readily id	lentified?		✓ Yes	□ No
(3) Are publications kept up-to-date?		(a) Are the number of libraries excessive o	r sufficient? Suffi	cient			
		(b) Is there a listing available of what should	d be in each libra	ry?		✓ Yes	□ No
(4) Who files publication changes? OSSI assigns this task to clerical personnel.	(3)	Are publications kept up-to-date?				✓ Yes	□ No
	(4)	Who files publication changes? OSSI assignments	gns this task to cle	erical personnel.			

Memorandum

Date:

September 30, 2008

To:

Merced Area

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Merced Area

File No.:

460.10533.15690

Subject:

CHAPTER 5 - OFFICE MANAGEMENT

On September 30, 2008, an Area Management Evaluation was completed at the Merced Area which focused on the Area's Office Management program. After the informal evaluation was completed, the area is in compliance with all subjects.

- 1) CLERICAL TASKS: No Action Required
- 2) FILING SYSTEM: No Action Required
- 3) **SECURITY OF CRIMINAL RECORDS:** No Action Required
- 4) FISCAL PROCEDURES: No Action Required
- 5) SUPPLY REQUISITIONS (CHP 41): No Action Required
- 6) **SUPPLIES:** No Action Required
- 7) OFFICE EQUIPMENT: No Action Required
- 8) PUBLIC CONTACTS: No Action Required
- 9) SCHOOL BUS DRIVER EXAMINATIONS: No Action Required
- 10) COURT INFORMATION PROCEDURES: No Action Required

11) DEPARTMENTAL MANUALS: No Action Required

L/LARA, Officer

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Merced	Central	
EVALUATED BY		DATE
Henrietta Koelm	ans	10/23/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVAL		mal Evaluation	SUSPENSE DATE			
FOLLOW-UP RE	EQUIRED No	☐ Correction Report	COMMANDER'S REVIEW		DATE	heps.
1. CLERIC	CAL TASKS		10/23/08 & 12/18/08	No REQUIRED	CORRECTE	
a. Is th	e office well organized?				✓ Yes	□No
(1)	Are there written job des	scriptions?			✓ Yes	□ No
	(a) Does clerical staff h	ave their job description at their	r desk?		✓ Yes	□No
	(b) Does clerical staff u	nderstand what is expected of	them?		✓ Yes	□ No
(2)	Are similar activities gro	uped together to promote efficie	ency?		✓ Yes	□ No
(3)	If tape recorders are use	d, can clerical employees trans	scribe effectively?		✓ Yes	□ No
	Is the clerical staff know security, etc.?	ledgeable in the use of persona	Il computers, filing requireme	nts, information	✓ Yes	□No
(5)	Can another clerical em	ployee assume the duties of a c	clerical employee who is abso	ent?	✓ Yes	□No
b. Is th	e Office Services Super	risor (OSS) effective?			✓ Yes	□No
(1)	Does he/she properly ap	ply management philosophies	and supervisory skills?		✓ Yes	□No
	(a) Does he/she have t	ne authority and backing neces	sary to effectively supervise	subordinates?	✓ Yes	□No
	(b) Is the clerical super	visor an effective manager?				□No
(2)	Does the OSS identify e	mployes with supervisory poten	itial?		✓ Yes	□No
	(a) Does he/she assist development?	employees in the preparation or	f written plans for progressive	e career	☑ Yes	□No
	(b) Have special interes been afforded the e	ts been identified and educatio mployees?	nal opportunities and/or depa	artmental training		□No
		idividual Development Plan for ed to identify particular strength		Permanent	✓ Yes	□No
(3)	Does the supervisor set	a good example?			✓ Yes	□No
	(a) Does he/she show a	willingness to assist subordina	ite personnel?		✓ Yes	□No
	(b) Does he/she know v	hen to act, when to delegate, a	and when to refer to a superv	risor?	✓ Yes	□ No
(4)	If there is more than one	OSS, is the work and supervisi	on evenly distributed?	N/A	☐ Yes	□No
(5)	Does the OSS participate	e in Area staff meetings?			✓ Yes	□No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

2.	FIL	ING	SYSTEM	10/23/08 & 12/18/08	NO	COPRECTED	j
	a.		he Area's filing system in compliance with departmental guide e Guide?	elines contained in HPG	11.1, Field Office		□No
	b.	Ar€	other files, i.e., permanent files, enforcement document files	, etc., maintained accord	ling to policy?	✓ Yes	□ No
200		(1)	How far back are accident reports being maintained? 48	Months		1)	
		(2)	Is there a filing backlog?			☐ Yes	☑ No
		(3)	Is there evidence of recent office review?			✓ Yes	□No
		(4)	How are Management and All Commanders Memorandums	filed and purged? Mar	nagement Memorandum	is and All C	Commanders
			Memorandums are filed in clearly labeled binders by Mana	gement Memorandum n	number or date.		1
		(5)	Are Training and Information Bulletins filed?			✓ Yes	□ No
_			(a) If so, how are they located? Information Bulletins ar	e filed in the Command	Library in a clearly lab	eled binder	by date.
_		(6)	Do all clerical employees understand the filing system?			✓ Yes	□No
_		(7)	Does the Area have an effective suspense system?				□No
			(a) Do all supervisors take advantage of the suspense syst	em?		☑ Yes	□No
_	c. Are personnel files properly secured and access limited?					✓ Yes	□No
_	(1) Are the requirements of the Information Practices Act being followed?					✓ Yes	□No
_	(2) Is a periodic review done on a regular basis?					✓ Yes	□No
_			(a) If so, how often? Minimum of once annually at time o	CHP 118.			
		(3)	Is annual employee review and updating conducted as requi	red?		✓ Yes	□ No
		(4)	Are only required or permitted items contained in personnel		· · · · · · · · · · · · · · · · · · ·	✓ Yes	□No
3.	SE	CUF	RITY OF CRIMINAL RECORDS	10/23/2008	No REQUIRED	CORRECTED	
			ve employees who have access to criminal offender record infing they understand the regulations and policies pertaining to		nowledgment	☑ Yes	□No
		(1)	Has the Area designated a specific person to release crimina	al offender record inform	ation?	✓ Yes	□No
			(a) Do any other persons release this information?			Yes	☑ No
			(b) Has the designated person completed the required train	ing?		☑ Yes	□No
			(c) Are safeguards in place to verify telephone inquiries prior	r to disclosure? Not	Disclosed	☐ Yes	□No
		(2)	Does each person that is designated to release information r Record Information Release Log?	naintain a CHP 263B, C	riminal Offender	✓ Yes	□No
			(a) Are entries maintained for the prescribed period of time?				□No
4.	FIS	CAL	PROCEDURES	EVALUATED 10/23/08 & 12/18/08	No	CORRECTED	
	a.	Hav	re discrepancies on the most current audit reports been correc			✓ Yes	□No

STATE OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) A	re all change fund and collections handled and processed according to policy?	✓ Yes	□ No
(a	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
(b	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	✓ Yes	□ No
(0	Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□ No
(d	Are collections and change funds safeguarded?	✓ Yes	□ No
(е	Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	□ No
(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	✓ Yes	□ No
(g	What specific guidelines are in place for security control and accountability? CHP 251s (Counter Rece	ipts), cash	and checks
	are reconciled at close of business and locked in a metal cash box and then locked in a file cabinet in t	he Office	Services
	Supervisor's Office,		
(h	Is a supervisor responsible for review of the system?	✓ Yes	□ No
(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□ No
(j)	Are counter receipts and transmittal records prepared properly?	✓ Yes	□ No
(k)	Are surprise counts of funds performed and documented by the commander or designee?	✓ Yes	□ No
(2) Ar	e security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
(a	Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
(b	Are valid authorizations on file?	✓ Yes	□No
(c)	is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□ No
(d)	Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□ No
(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	□ No
(3) Ar	e X-Number services proper and within departmental and state policy?	✓ Yes	□ No
(a)	Are services procured over \$4,999.99?	☐ Yes	☑ No
(b)	Is the amount limit circumvented by splitting procurements?	☐Yes	☑ No
(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□ No
(d)	Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
(4) Ar	e bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□ No
(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□ No
(b)	Are purchases within established policy?	☑ Yes	□ No
(c)	Are three price quotations obtained and documented on a CHP 315X? N/A	☐ Yes	☑ No
(d)	is the bank card log completed properly?	✓ Yes	□ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP	453E	(Rev.	5-06)	OPI	009

_										
			(e) Are invoices and CHP 317, CAL-Card Log, reviewed by	by a supervisor?		☑ Yes	□No			
			(f) Is there a reconciliation of the monthly bank card states	upervisory approval?	✓ Yes	□No				
	b.	Wh	What controls does the commander have in place to ensure timely transmittals of monies? OSSI Rafaela Gonzales							
		do	cumenting weekly completion of the CHP 230.							
		(1)	Are collections sent to Fiscal Management Section at the fi \$10,000 total collections, or at the close of business each T		in cash and	✓ Yes	□No			
		(2)	Are monies received for DL45s, California Special Driver's Certificate, asset forfeiture, reimbursables, evidence, etc., handled appropriately by coordinating transmittal with the Area cashier?							
		(3)	Are "no collection" transmittals sent when appropriate?			✓ Yes	□No			
		(4)	Do tire sale transactions comply with policy?			✓ Yes	□No			
	C,	ls s	ecurity of the postage machine adequate?	✓ Yes	□No					
		(1)	Is the machine locked when not in use?	✓ Yes	□No					
		(2)	Is the meter reading documented as required? N/A	Automated		☐ Yes	□No			
		(3)	3) Is there documentation of monies refunded or forwarded to Fiscal Management Section when the postage machine is being repaired or replaced?							
5.	su	PPL	Y REQUISITIONS (CHP 41)	10/23/08 & 12/18/08	ACTION REQUIRED	CORRECTED	D .			
	a.	Are	requisitions prepared properly?			✓ Yes	□No			
		(1)	Who prepares them?							
		(2)	Has a practical stock level been established and maintained	d?		✓ Yes	□No			
		(3)	is there a system that notifies the staff when the quarterly re-	equisition is going to be p	repared?	✓ Yes	□No			
			(a) Is the quarterly requisition period for this command adh	nered to?		☑ Yes	□No			
			(b) Is there a high number of emergency requisitions?			☐ Yes	☑ No			
	b.	Аге	items stored properly in a storeroom?			✓ Yes	□No			
		(1)	Is there convenient access for regularly used items?			☑ Yes	□No			
		(2)	Have obsolete items been removed?			✓ Yes	□No			
6.	SU	PPL	JES	12/18/2008	No	CORRECTED)			
	a.	Are	all cameras assigned to the command accounted for?			✓ Yes	□No			
		(1)	Are camera cases clean and do they contain the required a	ccessories?		☑ Yes	□No			
		(2)	Is camera maintenance assigned to a particular individual?			✓ Yes	□No			
			(a) What is his/her preventative maintenance schedule?	Cameras are checked on	a regular basis and mail	ntenance is	completed			
			as needed.							
	b.	Are	all extenders assigned to the command accounted for?			✓ Yes	□No			

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(1)	Is there adequate security for extender batteries and other supplies?	✓ Yes	□No
7.	OFFIC	E EQUIPMENT EVALUATED ACTION REQUIRED NO NO	CORRECTES	
	a. Are	e office machines in good condition and properly maintained?	✓ Yes	□ No
	(1)	Is the vendor complying with maintenance contract provisions?	✓ Yes	□No
	(2)	Is there a shortage or surplus of machines?	☐ Yes	☑ No
	b. Is t	the Management Information System (MIS) used properly?	✓ Yes	□No
	(1)	Who is authorized to use the equipment? All trained employees who have a CHP 101, Appropriate Use of	f Automat	ed
		Information & Systems Statement in their field personnel folder.		
	(2)	How is training provided, and by whom? Employees are trained by designated trainers as required or inde	pendently	utilizing the
		appropriate intranet web site.		
	(3)	Is there a usage schedule for uniformed and nonuniformed personnel?	☐ Yes	☑ No
	(4)	Are there controls in place to ensure confidentiality?	✓ Yes	□No
	(5)	Are all personnel aware of how to request repairs after normal business hours?	☑ Yes	□No
	(6)	Is the MIS used to send messages to other offices in lieu of formal memorandums?	✓ Yes	□No
	(7) V	What system is used to ensure proper routing of MIS information? All MIS information is sent by E-mail to all	employees	s in Merced.
	с. Аге	personal computers used properly?	✓ Yes	□ No
	(1)	Who is authorized to use the equipment? All properly trained departmental employees.		
	(2)	How is training provided, and by whom? Training is provided as needed by the Area's L.A.N. Coordinator a	nd other d	esignated
		trainers.		
		(a) How many employees are trained in its use? All employees assigned to the Merced Area.		
	(3)	Are there restrictions on the time its used?	☐ Yes	☑ No
		(a) Is there a schedule for uniformed and nonuniformed employees?	☐ Yes	☑ No
	(4)	Is confidential or sensitive information being stored on a PC hard drive?	✓ Yes	□No
		(a) If so, is the PC password protected?	✓ Yes	□No
		(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept in a secure area?	✓ Yes	□No
	(5)	What is the PC being used for? Departmental business only.		
_				
_	(6)	Are controls present to prevent inappropriate/personal use of the computer?	✓ Yes	□ No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(7) Are backup procedures being performed on a regular ba	sis?		✓ Yes	□No
	(a) Where applicable, are backup disks stored in a secu	ıre area?		✓ Yes	□No
	(8) Are PC manuals and other documentation available to al	✓ Yes	□No		
	(9) What procedures are in place to ensure out-of-date docu	ments and files are pu	irged? Each employee p	urges outdated	d material as
	necessary.				
	(10) Are employees aware of the availability of assistance in	resolving computer rel	ated problems?	✓ Yes	□ No
	(11) Is anti-virus software regularly utilized on all state-owned	PCs?		✓ Yes	□ No
8. P	UBLIC CONTACTS	10/23/2008	No.	CORRECTED	0
a.	Does the office have extended office hours?			☐ Yes	☑ No
	(1) If so, are they adequate and effective? $_{ m N/A}$			☐ Yes	□No
Ь.	Are persons served promptly and courteously?			✓ Yes	□ No
	(1) Are backup personnel immediately available?				□No
	(2) Is telephone service both efficient and effective?			✓ Yes	□No
	(3) Are limited duty personnel used for receptionist duties an	d answering telephone	es?	✓ Yes	□No
	(4) Are officer substitutions for nonuniformed positions kept a	at a minimum?		✓ Yes	□No
9. S	CHOOL BUS DRIVER EXAMINATIONS	12/18/2008	No.	CORRECTED)
а.	Is school bus driver testing a special duty or a clerical function assigned? Special Duty function.	n, or is a full-time scho	ol bus coordinator		
	(1) Are tests and test keys kept in a secure place?				□No
	(2) How are interested parties advised of testing procedures'	Py the local school	I district bus coordinators	i.	
	(a) Are exams graded in the presence of the applicant, a	and missed questions	discussed?	✓ Yes	□ No
	(b) Does the officer or coordinator take possession of the	e test and dispose of a	accordingly?	✓ Yes	□ No
	(3) How are test disposed of? They are shredded.				
	(4) Is there a specific date and time set aside for testing?			✓ Yes	□ No
10. (COURT INFORMATION PROCEDURES	10/23/2008	No.	CORRECTED	
a.	Is there a systematic method of coordinating court appearance	e matters?		✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) W	nat controls are in place to ensure officers appear in court? A copy of the subpoena acknowledging serv	ice is retu	ned to the
	Sı	abpoena Clerk for file. A copy of subpoena logs by date is posted in the Report Room as a reminder to be	oth officer	s and
	su	pervisors indicating who has court. In addition, the court notifies the Area when an officer fails to appea	Γ.	
	(a)	How are appearances minimized following cancellations? The subpoena clerk completes a CHP 219, T	Prial Infor	nation, when
		the officer is scheduled to work prior to the original appearance date. If the officer is not scheduled to	work, the	subpoena
		clerk calls him at home.		
	(b)	How are "short notice" cancellations minimized? The District Attorney's Office or Court calls the subp	ocena cleri	(\vho
		immediately notifies the officer whose case has been cancelled.		
(2		e CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all propriate cases?	✓ Yes	□ No
(3) W	no is responsible for managing the process? Office Assistant Karen Stephens		
	(a)	Are court officers performing duties that could be handled by clerical personnel?	☐ Yes	☑ No
11. DEF	ARTI	MENTAL MANUALS EVALUATED ACTION REQUIRED NO	CORRECTE)
a. A	re the	number of authorized libraries being maintained?	✓ Yes	□ No
(1) Are	the libraries convenient for those who must use them?	☑ Yes	□No
	(a)	What controls are in place for "loaning" manuals to employees? As manuals are also available on the	departmer	ital intranet,
		employees do not take manuals from the office.		
(2) Are	publications distinctively marked so they can be readily identified?	✓ Yes	□No
	(a)	Are the number of libraries excessive or sufficient? Sufficient		
	(b)	Is there a listing available of what should be in each library?	☐ Yes	☑No
(3)) Are	publications kept up-to-date?	✓ Yes	□No
(4)) Wh	o files publication changes? Office Assistant Raqueza DeGuzman		

REA MANAGEMENT EVALUATION

HP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
MODESTO	CENTRAL	465
EVALUATED BY		DATE
CARRIE SMITH		12/09/2008

ISTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this rm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer dividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information an be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, complishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This rm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

PE OF E	VALUATION	SUSPENSE DATE			
∄ For	mal Evaluation	12/3/1	08		
LLOW-U	P REQUIRED Correction Report	COMMANDER'S REVIEW	N _	DATE	
] Yes	□ No BY	l l	70-	01.15	. 69
CLE	RICAL TASKS	EVALUATED	ACTION REQUIRED	CORRECTED	
a. Is	the office well organized?			☑ Yes	□ No
(1) Are there written job descriptions?			☑ Yes	□ No
	(a) Does clerical staff have their job description at their d	esk?		√ Yes	☐ No
	(b) Does clerical staff understand what is expected of the	em?		☑ Yes	☐ No
(2) Are similar activities grouped together to promote efficienc	cy?		√ Yes	☐ No
(3) If tape recorders are used, can clerical employees transcri	be effectively?		☑ Yes	☐ No
(4	Is the clerical staff knowledgeable in the use of personal consecurity, etc.?	omputers, filing requ	uirements, information		☐ No
(5	Can another clerical employee assume the duties of a cler	rical employee who i	s absent?	☑ Yes	☐ No
b. Is	the Office Services Supervisor (OSS) effective?			☑ Yes	☐ No
(1)	Does he/she properly apply management philosophies and	d supervisory skills?		☑ Yes	☐ No
	(a) Does he/she have the authority and backing necessar	ry to effectively supe	ervise subordinates?	✓ Yes	☐ No
	(b) Is the clerical supervisor an effective manager?			☑ Yes	☐ No
(2)	Does the OSS identify employes with supervisory potential	?		√ Yes	☐ No
	(a) Does he/she assist employees in the preparation of windevelopment?	ritten plans for prog	ressive career	☑ Yes	□ No
411111	(b) Have special interests been identified and educational been afforded the employees?	l opportunities and/o	or departmental training	☑ Yes	□ No
	(c) Has the CHP 120, Individual Development Plan for Ful Employee, been used to identify particular strengths of		ce of Permanent	☑ Yes	□ No
(3)	Does the supervisor set a good example?	Does the supervisor set a good example?			☐ No
2011-02	(a) Does he/she show a willingness to assist subordinate	personnel?		☑ Yes	☐ No
	(b) Does he/she know when to act, when to delegate, and	when to refer to a s	supervisor?	☑ Yes	☐ No
(4)	If there is more than one OSS, is the work and supervision	evenly distributed?	N/A	☐ Yes	□ No
(5)	Does the OSS participate in Area staff meetings?			☑ Yes	☐ No

REA MANAGEMENT EVALUATION

FFICE MANAGEMENT 1P 453E (Rev. 5-06) OPI 009

FI	LING S	YSTEM EVALUATED ACTION REQUIRED	CORRECTED	
а.	is the	Area's filing system in compliance with departmental guidelines contained in HPG 11.1, Field Office uide?	☑ Yes	□ No
b.	Are otl	her files, i.e., permanent files, enforcement document files, etc., maintained according to policy?	☑ Yes	□ No
	(1) H	ow far back are accident reports being maintained? FOUR (4) YEARS ROTATING / PURGED BY	SUSPENSE SY	STEM
	(2) Is	there a filing backlog?	☐ Yes	☑ No
-	(3) Is	there evidence of recent office review?	☑ Yes	☐ No
-	(4) H	ow are Management and All Commanders Memorandums filed and purged? FILED IN BINDE	RS AND PURG	GED BY
	E	XPIRATION DATE. COMM-NETS ARE FILED ACCORDING TO SUBJECT IN ADMINISTRAT	ION FILES	-
	(5) Ar	e Training and Information Bulletins filed?	☑ Yes	☐ No
	(a)) If so, how are they located? IN MARKED BINDERS - MOST ARE HELD ON THE INTR	ANET	
	(6) Do	o all clerical employees understand the filing system?	✓ Yes	□ No
	(7) Do	bes the Area have an effective suspense system?	✓ Yes	□ No
-	(a)	Do all supervisors take advantage of the suspense system?	✓ Yes	No
c.	Are per	sonnel files properly secured and access limited?	☑ Yes	☐ No
	(1) Are	e the requirements of the Information Practices Act being followed?	☑ Yes	No
	(2) Is a	a periodic review done on a regular basis?	☑ Yes	□ No
	(a)	If so, how often? ON AN ON-GOING BASIS		
	(3) Is a	annual employee review and updating conducted as required?	☑ Yes	□ No
	(4) Are	e only required or permitted items contained in personnel folders?		☐ No
SE	CURITY	OF CRIMINAL RECORDS EVALUATED ACTION REQUIRED	CORRECTED	
a.	Have ei	mployees who have access to criminal offender record information signed an acknowledgment they understand the regulations and policies pertaining to these records?	☑ Yes	□ No
_	(1) Ha	s the Area designated a specific person to release criminal offender record information?	✓ Yes	☐ No
_	(a)	Do any other persons release this information?	☐ Yes	☑ No
	(b)	Has the designated person completed the required training?	✓ Yes	☐ No
-	(c)	Are safeguards in place to verify telephone inquiries prior to disclosure?	Y PHONE	□ No
	(2) Doe Red	es each person that is designated to release information maintain a CHP 263B, Criminal Offender cord Information Release Log?	ي عدع و عدع و	□No
		Are entries maintained for the prescribed period of time?	✓ Yes	☐ No
FIS	CAL PR	OCEDURES EVALUATED ACTION REQUIRED	CORRECTED	2010
а.	Have di	screpancies on the most current audit reports been corrected?	✓ Yes	☐ No

REA MANAGEMENT EVALUATION

		. 5-06) OPI 009		
(1) Are	e all change fund and collections handled and processed according to policy?	☑ Yes	□ No
	(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☑ Yes	□No
	(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☑ Yes	□ No
	(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	☑ Yes	☐ No
	(d)	Are collections and change funds safeguarded?	☑ Yes	□ No
	(e)	Are checks promptly endorsed and cash receipts reconciled daily?	✓ Yes	☐ No
	(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☑ Yes	☐ No
	(g)	What specific guidelines are in place for security control and accountability? ONLY ONE KEY A	ND HELD E	BY FRONT
		COUNTER CLERICAL. LOCKED AT NIGHT WITH DAILY ACTIVITY IN SUPERVISORS OF	FICE, CASH	I DRAWER
	11	LOCKED DURING THE DAY WITH COUNTER RECEIPTS IN A SEPARATE LOCKED CABIN	IET	
	(h)	Is a supervisor responsible for review of the system?	√ Yes	☐ No
	(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	☑ Yes	☐ No
	(j) .	Are counter receipts and transmittal records prepared properly?	☑ Yes	☐ No
	(k)	Are surprise counts of funds performed and documented by the commander or designee?	√ Yes	☐ No
(2)	Are	security and accountability procedures in place for the petty cash fund?	☑ Yes	☐ No
	(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	☑ Yes	☐ No
	(b)	Are valid authorizations on file?	☑ Yes	☐ No
		Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	√ Yes	☐ No
	(d)	Are there adequate procedures to ensure purchases are properly authorized?	☑ Yes	☐ No
	(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	✓ Yes	☐ No
(3)	Are >	K-Number services proper and within departmental and state policy?	✓ Yes	☐ No
	(a)	Are services procured over \$4,999.99?	✓ Yes	☐ No
	(b)	Is the amount limit circumvented by splitting procurements?	☑ Yes	☐ No
	(c) /	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	√ Yes	□ No
	(d) l	Do invoices itemize charges and reference X-Numbers?	√ Yes	☐ No
(4)	Are b	pank cards adequately safeguarded, and purchases reviewed by a supervisor?	√ Yes	☐ No
	(a) /	Are cardholders familiar with the bank card process, including prohibited and restricted items?	☑ Yes	☐ No
	(b) /	Are purchases within established policy?	☑ Yes	☐ No
	(c) A	Are three price quotations obtained and documented on a CHP 315X?	Yes	☑ No
	(d) I	s the bank card log completed properly?	√ Yes	☐ No

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EPARTMENT OF CALIFORNIA HIGHWAY PATROL

REA MANAGEMENT EVALUATION

	(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a supervisor?	√ Yes	☐ No
	(f) Is there a reconciliation of the monthly bank card statement, and does it have supervisory approva	al? 🛛 Yes	☐ No
b. \	What controls does the commander have in place to ensure timely transmittals of monies?	OMMANDER HA	AS
]	DELEGATED THIS ACTION TO THE OSS-1 WHO KEEPS A WEEKLY SUSPENSE.		
(1) Are collections sent to Fiscal Management Section at the first occurrence of \$1,000 in cash and \$10,000 total collections, or at the close of business each Thursday?	☑ Yes	☐ No
(2	2) Are monies received for DL45s, California Special Driver's Certificate, asset forfeiture, reimbursables, evidence, etc., handled appropriately by coordinating transmittal with the Area cashier?	☑ Yes	☐ No
(:	3) Are "no collection" transmittals sent when appropriate?	☑ Yes	☐ No
(4	4) Do tire sale transactions comply with policy?	☑ Yes	☐ No
c. Is	s security of the postage machine adequate?	☑ Yes	☐ No
(1	i) Is the machine locked when not in use?	☑ Yes	☐ No
(2	2) Is the meter reading documented as required?	∠ □ Yes	☐ No
(3	Is there documentation of monies refunded or forwarded to Fiscal Management Section when the postage machine is being repaired or replaced?	/A Yes	□ No
SUPF	PLY REQUISITIONS (CHP 41) EVALUATED ACTION REQUIRED X 1/0	CORRECTED	
a. A	re requisitions prepared properly?	☑ Yes	□ No
(1) Who prepares them? CLERICAL STAFF AND SPECIAL DUTY WITH CLERICAL REVIEW		
(2) Has a practical stock level been established and maintained?	☑ Yes	□ No
(3)) Is there a system that notifies the staff when the quarterly requisition is going to be prepared?	☑ Yes	☐ No
	(a) Is the quarterly requisition period for this command adhered to?	☑ Yes	☐ No
	(b) Is there a high number of emergency requisitions?	☑ Yes	☐ No
o. Ar	re items stored properly in a storeroom?	☑ Yes	☐ No
(1)	Is there convenient access for regularly used items?	☑ Yes	☐ No
(2)	Have obsolete items been removed?	√ Yes	☐ No
SUPP	LIES EVALUATED ACTION REQUIRED X	CORRECTED	463410-4
a. Ar	e all cameras assigned to the command accounted for?	☑ Yes	☐ No
(1)	Are camera cases clean and do they contain the required accessories?	☑ Yes	☐ No
(2)	Is camera maintenance assigned to a particular individual?	☐ Yes	☑ No
	(a) What is his/her preventative maintenance schedule? WHEN NEEDED - DIGITAL CAMER	AS ARE BEING	USED
o. Are	e all extenders assigned to the command accounted for?	☑ Yes	☐ No
453E (Re	ev. 5-06) Page 4 Destroy Previous Editions		c453e506.frp

	IANAGEMENT EVALUATION MANAGEMENT
HP 453E	(Rev. 5-06) OPI 009
(1)	Is there adequate security for extende
OFFIC	E EQUIPMENT

(Is there adequate security for extender batteries and other supplies?		√ Yes	☐ No
OFF	ICE EQUIPMENT:	ACTION REQUIRED	CORRECTED	
a. A	re office machines in good condition and properly maintained?		✓ Yes	☐ No
(Is the vendor complying with maintenance contract provisions?		√ Yes	☐ No
(2	2) Is there a shortage or surplus of machines?		☑ Yes	☐ No
b. is	the Management Information System (MIS) used properly?		☑ Yes	☐ No
(') Who is authorized to use the equipment? ALL PROPERLY TRAINED EMPLO	YEES	W/1-	
(2) How is training provided, and by whom? EITHER THRU THE INTRANET OR	DISPATCH PERS	ONNEL	
(3) Is there a usage schedule for uniformed and nonuniformed personnel?		Yes	☑ No
(4	Are there controls in place to ensure confidentiality?		☑ Yes	☐ No
(5	Are all personnel aware of how to request repairs after normal business hours?		☑ Yes	☐ No
(6	Is the MIS used to send messages to other offices in lieu of formal memorandums?		☑ Yes	☐ No
(7	What system is used to ensure proper routing of MIS information? OSS-I REVIEW	S ALL INCOMING	& ROUTES	
с. Аг	e personal computers used properly?		☑ Yes	☐ No
(1)	Who is authorized to use the equipment? ALL PROPERLY TRAINED EMP	LOYEES		
(2)	How is training provided, and by whom? THRU THE DEPARTMENT INTE	RANET, DIVISION	TRAINING A	ND AREA
	PERSONNEL WITH THE EXPERTISE.		- 111	
	(a) How many employees are trained in its use? ALL EMPLOYEES		rene ind	
(3)	Are there restrictions on the time its used?		Yes	☑ No
	(a) Is there a schedule for uniformed and nonuniformed employees?		☐ Yes	☑ No
(4)	Is confidential or sensitive information being stored on a PC hard drive?		√ Yes	□ No
	(a) If so, is the PC password protected?		☑ Yes	☐ No
	(b) Is confidential or sensitive information stored on disks, CDs, or removable drives secure area?	kept in a	☑ Yes	□ No
(5)	What is the PC being used for? DEPARTMENTAL RELATED BUSINESS	ONLY		
			[7] V-	
(6)	Are controls present to prevent inappropriate/personal use of the computer?		✓ Yes	□ No
				450, 500 (

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REA MANAGEMENT EVALUATION

FFICE MANAGEMENT 1P 453E (Rev. 5-06) OPI 009

³ 453E (Rev. 5-06) Page 6

(7) Are backup procedures being performed on a regular basis?	✓ Yes	∐ No
(a) Where applicable, are backup disks stored in a secure area?	☑ Yes	☐ No
(8) Are PC manuals and other documentation available to all users?	√ Yes	☐ No
(9) What procedures are in place to ensure out-of-date documents and files are purged?	H EMPLOYEE IS RESP	ONSIBLE
FOR THEIR OWN CLEAN UP / PURGING.		
(10) Are employees aware of the availability of assistance in resolving computer related problems?	☑ Yes	☐ No
(11) Is anti-virus software regularly utilized on all state-owned PCs?	√ Yes	☐ No
PUBLIC CONTACTS EVALUATED ACTION REQUESTED	CORRECTED	
a. Does the office have extended office hours?	☐ Yes	☑ No
(1) If so, are they adequate and effective?	y /A □Yes	☐ No
b. Are persons served promptly and courteously?	☑ Yes	☐ No
(1) Are backup personnel immediately available?	☑ Yes	☐ No
(2) Is telephone service both efficient and effective?	☑ Yes	☐ No
(3) Are limited duty personnel used for receptionist duties and answering telephones?	☑ Yes	□ No
(4) Are officer substitutions for nonuniformed positions kept at a minimum?	☑ Yes	☐ No
SCHOOL BUS DRIVER EXAMINATIONS EVALUATED ACTION REQU	CORRECTED	
 a. Is school bus driver testing a special duty or a clerical function, or is a full-time school bus coordinated assigned? FULL TIME SPECIAL DUTY OFFICER CINDY WHITE. 	or	
	(F-10-7)	
(1) Are tests and test keys kept in a secure place?	☑ Yes	□ No
(2) How are interested parties advised of testing procedures? INFORMATIONAL PACKETS	S ARE SENT TO ALL	
TERMINALS ANNUALLY.		
(a) Are exams graded in the presence of the applicant, and missed questions discussed?	√ Yes	☐ No
(b) Does the officer or coordinator take possession of the test and dispose of accordingly?	√ Yes	☐ No
(3) How are test disposed of? CROSS SHREDDED		
(b) How are took disposed on stress size ===		
(4) Is there a specific date and time set aside for testing?	☑ Yes	☐ No
	IRED CORRECTED	
COURT INFORMATION PROCEDURES EVALUATED X	IRED CORRECTED	

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AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

-	_			
(1) W	at controls are in place to ensure officers appear in court? COURT LOG IS POSTED DAILY	y, given to si	ERGEANTS
	Α	ID ONE FOR BRIEFING.		
		6		
	(a)	How are appearances minimized following cancellations? CANCELED IMMEDIATELY, L	OG REPRINTE	D.
		OFFICER NOTIFIED VIA DISPATCH OR OFFICER CALLED AT HOME.		
	(b)	How are "short notice" cancellations minimized? DISTRICT ATTORNEY'S OFFICE AND 0	COURTS CALL	DAILY
/2		FOR FOLLOW-UP.		
(2)	Δre	CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all	ál	
(2)		opriate cases?	☑ Yes	□No
(3)	Wh	is responsible for managing the process? OFFICE ASSISTANT DONNA WILLINGHAM	1, COURT CLE	RK
	(a)	Are court officers performing duties that could be handled by clerical personnel?	☐ Yes	☑ No
DEPA	RTN	ENTAL MANUALS EVALUATED ACTION REQUIRED NO	CORRECTED	
. Are	the i	umber of authorized libraries being maintained?	☑ Yes	☐ No
(1)	Are	he libraries convenient for those who must use them?		☐ No
	(a)	What controls are in place for "loaning" manuals to employees? LOG IN OR OUT SHEET	`USED	
/2)	Λ		✓ Yes	
(2)		ublications distinctively marked so they can be readily identified?		U No
		Are the number of libraries excessive or sufficient? SUFFICIENT - ALSO CURRENT MANUAL		
(0)		s there a listing available of what should be in each library?	✓ Yes	
		ublications kept up-to-date?	☑ Yes	□ No
(4)	Who	files publication changes? CLERICAL STAFF		
	X1252011			
RIEF,	THE	MODESTO AREA OFFICE IS WELL ORGANIZED. ALL OF THE CLERICAL STAFF IS AW	ARE OF WHAT	TIS
UIREI	OF	THEIR DUTIES. ALL OF THE STAFF HAS BEEN CROSS TRAINED WITH THE ABILITY	TO HELP WHE	N
ENCE	s oc	CUR. THE OSS-1 IS VERY EFFICIENT AND ORGANIZED. SHE IS AWARE OF EVERYTH	IING GOING O	N IN THE
ICE, K	EEP]	NG ALL REQUIRED TASKS ON SCHEDULE. THE ATMOSPHERE IS ONE OF HARMONY	, WHETHER IT	`IS

VE THE OPPORTUNITY TO WATCH AND LEARN FROM THIS OFFICE.

IIFORMED, NON-UNIFORMED OR THE PUBLIC. I WOULD RECOMMEND ANY NEW SUPERVISOR TO THIS DEPARTMENT

Memorandum

Date:

November 28, 2008

To:

Porterville Area

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Coalinga Area

File No.:

495.13682

Subject:

HPG 22.1, AREA RESOURCES MANAGEMENT GUIDE, INSPECTIONS

On September 25, 2008, a team comprised of Sergeant Larkin Vander Mel, Office Services Supervisors Paula McSheehy and I completed three Area Management Evaluations on the Porterville Area per HPG 22.1, Area Resources Management Guide. The three Area Management Evaluations were Office Management, Occupational Safety and Special Functions. Utilizing the procedures and checklists provided in HPG 22.1 as well as through interviews conducted of the affected personnel, the following is a summation of the results of each evaluation.

Lieutenant D. Knoff conducted the Occupational Safety (chapter 12) evaluation. During his evaluation, he noted that on September 5, 2008, Sergeant L. McGuire, of the Porterville Area, conducted an informal Occupational Safety (chapter 12) evaluation. The results of the evaluation were forwarded to the Central Division Occupational Safety Coordinator. During the formal evaluation, Lieutenant Knoff discussed the informal evaluation with Lieutenant J. Swearingen. During the discussion, Lieutenant Swearingen identified two items from the informal evaluation that had required action. He explained one of the identified items had been competed and the other was awaiting budget approval for the purchase of fire extinguisher and exit signs. As these items have been requested, no further action is required.

During the Office Management (chapter 5) evaluation and the Special Functions (chapter 15) evaluation, neither Office Services Supervisor McSheehy nor Sergeant Vander Mel noted any significant discrepancies.

Based upon the procedures and checklist provided and the interviews of the affected personnel, the Porterville Area's occupational safety program, special functions and office management are functioning within guidelines set forth in HPG 22.1, Area Resources Guide.

D. W. KNOFF, Lieutenant

1 care

Commander

cc: Assistant Chief R. Clements

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
PORTERVILLE	CENTRAL	480
EVALUATED BY		DATE
P. McSHEEHY, OS	SI	09/25/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVAL		mal Evaluation	SUSPENSE DATE			
FOLLOW-UP R		Correction Report	COMMANDER'S REVIEW		DATE	
1. CLERI	CAL TASKS		EVALUATED 09/25/2008	ACTION REQUIRED None	CORRECTED	
a. Is th	he office well organized?	0			✓ Yes	□ No
(1)	Are there written job des	scriptions?			✓ Yes	□ No
	(a) Does clerical staff h	nave their job description at thei	r desk?		✓ Yes	□No
	(b) Does clerical staff u	understand what is expected of	them?		✓ Yes	□No
(2)	Are similar activities gro	uped together to promote efficie	ency?		✓ Yes	□No
(3)	If tape recorders are use	ed, can clerical employees trans	scribe effectively? //	/A	Yes	□ No
(4)	Is the clerical staff know security, etc.?	rledgeable in the use of persona	al computers, filing requ	rements, information	✓ Yes	□No
(5)	Can another clerical em	ployee assume the duties of a	clerical employee who is	absent?	✓ Yes	□No
b. Is th	ne Office Services Super	visor (OSS) effective?			✓ Yes	□No
(1)	Does he/she properly as	oply management philosophies	and supervisory skills?		✓ Yes	□No
	(a) Does he/she have t	he authority and backing neces	ssary to effectively supe	rvise subordinates?	✓ Yes	□No
-10	(b) Is the clerical super	visor an effective manager?			Yes	□No
(2)	Does the OSS identify e	mployes with supervisory poter	ntial?		✓ Yes	□No
	(a) Does he/she assist development?	employees in the preparation of	of written plans for progr	essive career	☐ Yes	☑ No
	(b) Have special intere	sts been identified and education	onal opportunities and/o	r departmental training	✓ Yes	□No
	(c) Has the CHP 120, I Employee, been us	ndividual Development Plan for sed to identify particular strengtl	r Future Job Performandhs of the employees?	ce of Permanent	✓ Yes	□No
(3)	Does the supervisor set	a good example?			✓ Yes	□No
	(a) Does he/she show	a willingness to assist subordin	ate personnel?		✓ Yes	□ No
	(b) Does he/she know	when to act, when to delegate,	and when to refer to a	supervisor?	✓ Yes	□ No
(4)	If there is more than one	e OSS, is the work and supervis	sion evenly distributed?	MA	☐Yes	□ No
(5)	Does the OSS participa	te in Area staff meetings?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

2.	FILIN	G SYSTEM	09/25/2008	None None	CORRECTE	D
		the Area's filing system in compliance with departmental guide le Guide?	elines contained in	HPG 11.1, Field Of	fice Ves	□No
	b. A	re other files, i.e., permanent files, enforcement document files	, etc., maintained	according to policy?	✓ Yes	□ No
	(1) How far back are accident reports being maintained? 4 YEA	ARS			
	(2) Is there a filing backlog?			☐Yes	☑ No
	(3	Is there evidence of recent office review?			✓ Yes	□No
	(4	How are Management and All Commanders Memorandums	filed and purged?	MM FILED BY #	AND YEAR, RET	AINED FOR
		TWO + YEARS. ALL COMMANDERS ARE RETAINED	FOR 1 YEAR O	N CLIP BOARD		
	(5	Are Training and Information Bulletins filed?			✓ Yes	□No
		(a) If so, how are they located? ON THE BOOKSHELI	F BEHIND OSSI I	DESK.		
	(6)	Do all clerical employees understand the filing system?		***************************************	✓ Yes	□No
	(7)	Does the Area have an effective suspense system?			✓ Yes	□No
		(a) Do all supervisors take advantage of the suspense syst	em?		✓ Yes	□No
(c. Ar	e personnel files properly secured and access limited?			✓ Yes	□ No
	(1)	Are the requirements of the Information Practices Act being	followed?		✓ Yes	□No
	(2)	Is a periodic review done on a regular basis?			✓ Yes	□ No
		(a) If so, how often? ONLY WHEN REQUIRED OR AT	ANNUAL 118 R	EVIEW BY SUPER	RVISOR	
	(3)	Is annual employee review and updating conducted as requ	ired?		✓ Yes	□ No
	(4)	Are only required or permitted items contained in personnel	folders?	N. 10. 10. 10. 10. 10. 10. 10. 10. 10. 10	✓ Yes	□No
3. \$	SECU	RITY OF CRIMINAL RECORDS	09/25/2008	ACTION REQUIR None	ED CORRECTE	D
á		ive employees who have access to criminal offender record in uting they understand the regulations and policies pertaining to		n acknowledgment	✓ Yes	□No
	(1)	Has the Area designated a specific person to release crimin	al offender record	information?	✓ Yes	□No
		(a) Do any other persons release this information?			✓ Yes	□No
		(b) Has the designated person completed the required train	ning?		✓ Yes	□No
		(c) Are safeguards in place to verify telephone inquiries pri	or to disclosure?		✓ Yes	□ No
	(2)	Does each person that is designated to release information Record Information Release Log?	maintain a CHP 20	33B, Criminal Offen	der ☑ Yes	□No
		(a) Are entries maintained for the prescribed period of time	?		✓ Yes	□No
4. F	ISCA	L PROCEDURES	09/25/2008	ACTION REQUIR None	ED CORRECTS	ED
á	ı. Ha	ve discrepancies on the most current audit reports been corre	cted?		✓ Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(1) Are	e all change fund and collections handled and processed according to policy?	✓ Yes	□No
	(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	✓ Yes	□No
	(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	Yes	□No
	(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	✓ Yes	□No
	(d)	Are collections and change funds safeguarded?	✓ Yes	□No
	(e)	Are checks promptly endorsed and cash receipts reconciled daily?	√ Yes	□ No
	(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion? Counter Receipts OHLY	√ Yes	□No
	(g)	What specific guidelines are in place for security control and accountability? LOCKED CASH BOXES	AND LO	CKED
		DRAWERS WITH LIMITED NUMBER OF ACESS KEYS.		
	(h)	Is a supervisor responsible for review of the system?	✓ Yes	□No
	(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	✓ Yes	□No
	(j)	Are counter receipts and transmittal records prepared properly?	✓ Yes	□No
	(k)	Are surprise counts of funds performed and documented by the commander or designee?	Yes	□ No
(2) Are	security and accountability procedures in place for the petty cash fund?	✓ Yes	□No
	(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	✓ Yes	□No
	(b)	Are valid authorizations on file?	✓ Yes	□No
	(c)	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	✓ Yes	□No
	(d)	Are there adequate procedures to ensure purchases are properly authorized?	✓ Yes	□No
	(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	Yes	□No
(3)) Are	X-Number services proper and within departmental and state policy?	Yes	□No
	(a)	Are services procured over \$4,999.99?	☐Yes	☑ No
	(b)	Is the amount limit circumvented by splitting procurements?	☐Yes	☑ No
	(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
	(d)	Do invoices itemize charges and reference X-Numbers?	√ Yes	□No
(4)	Are	bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□ No
	(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
	(b)	Are purchases within established policy?	✓ Yes	□No
	(c)	Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	□No
			***************************************	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	F 433E (Nev. 3-00) OF 1 009			17,07			
	(e) Are invoices and CHP 317, CAL-Card Log, review	ed b	y a supervisor?			✓ Yes	☐ No
	(f) Is there a reconciliation of the monthly bank card st	taten	nent, and does it ha	ave sup	pervisory approval?	√ Yes	□No
b	b. What controls does the commander have in place to ensure	e tim	ely transmittals of r	nonies	? COMMANDER IN	NQUIRES R	EGULARI
	AS TO COMPLETION, AND HE SIGNS THE WEEKLY	TR	ANSMITTAL.		engre, engre		
	(1) Are collections sent to Fiscal Management Section at the \$10,000 total collections, or at the close of business ear			1,000 ii	n cash and	✓ Yes	□No
	(2) Are monies received for DL45s, California Special Drive evidence, etc., handled appropriately by coordinating transfer.					Yes	□No
	(3) Are "no collection" transmittals sent when appropriate?)				✓ Yes	□ No
	(4) Do tire sale transactions comply with policy?					✓ Yes	□No
C.	c. Is security of the postage machine adequate?					✓ Yes	□No
	(1) Is the machine locked when not in use?					✓ Yes	□No
	(2) Is the meter reading documented as required?		NIA			☐ Yes	□No
	(3) Is there documentation of monies refunded or forwarde postage machine is being repaired or replaced?	d to	Fiscal Managemen	nt Secti	on when the	☐ Yes	□No
S	SUPPLY REQUISITIONS (CHP 41)	u =	9/25/08		ACTION REQUIRED None	CORRECTED)
a.	a. Are requisitions prepared properly?					✓ Yes	□No
	(1) Who prepares them? OA & OSSI					-	
	(2) Has a practical stock level been established and mainta	ainec	1?			✓ Yes	□No
	(3) Is there a system that notifies the staff when the quarte	rly re	equisition is going t	o be pi	repared?	✓ Yes	□No
	(a) Is the quarterly requisition period for this command	l adh	ered to?			✓ Yes	□No
	(b) Is there a high number of emergency requisitions?					☐ Yes	☑ No
b.	o. Are items stored properly in a storeroom?	Are items stored properly in a storeroom?				✓ Yes	□No
	(1) Is there convenient access for regularly used items?					✓ Yes	□No
	(2) Have obsolete items been removed?						☐ No
s	SUPPLIES		09/25/2008		ACTION REQUIRED None	CORRECTED	
a.	a. Are all cameras assigned to the command accounted for?						□No
	(1) Are camera cases clean and do they contain the required accessories?						□No
	(2) Is camera maintenance assigned to a particular individual?						□No
	(a) What is his/her preventative maintenance schedule	∍?	N/A				
h	Are all extenders assigned to the command associated for						□ No
D.	Are all extenders assigned to the command accounted for?					<u> </u>	

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

711 700	JE (1704: 0-00) OT 1 000					
(1	Is there adequate security for extender ba	atteries and other s			✓ Yes	□ No
. OFFI	ICE EQUIPMENT		09/25/2008	None None	CORRECTED	
a. A	re office machines in good condition and pro	perly maintained?			√ Yes	□No
(1	1) Is the vendor complying with maintenance	e contract provision	ns?		✓ Yes	□No
(2	2) Is there a shortage or surplus of machines	s?			Yes	✓ No
b. Is	s the Management Information System (MIS)	used properly?				□No
(1	Who is authorized to use the equipment?	CLERICAL A	ND OFFICERS			
(2	2) How is training provided, and by whom?	COMM. CENT	TER/DISPATCH S	UPERVISORS		
(3	3) Is there a usage schedule for uniformed a	and nonuniformed	personnel?	1/A	Yes	✓ No
(4	A) Are there controls in place to ensure conf	identiality?			✓ Yes	□No
(5	5) Are all personnel aware of how to request	t repairs after norm	nal business hours	?	✓ Yes	□No
(6	3) Is the MIS used to send messages to other	er offices in lieu of	formal memorando	ums?	☐ Yes	✓ No
(7)	What system is used to ensure proper routing	ng of MIS informati	ion? E-MAIL			
c. A	re personal computers used properly?		2.		✓ Yes	□No
(1) Who is authorized to use the equipment?	ALL EMPLOY	/EES			
(2	2) How is training provided, and by whom? COORDINATOR OR DIVISION ADMI		NE ASKS FOR AS	SSISTANCE OF EITHE	R THE AREA I	JAN
	COOKDINITOR OR DIVISION (12.11)					
	(a) How many employees are trained in	its use? ALL EMI	PLOYEES	Carlo Sarris II		
(3	3) Are there restrictions on the time its used	?			☐ Yes	☑ No
	(a) Is there a schedule for uniformed and	d nonuniformed en	nployees?	1445	Yes	☑ No
(4) Is confidential or sensitive information bei	ng stored on a PC	hard drive?		Yes	☑ No
	(a) If so, is the PC password protected?		NIA		☐ Yes	□No
	(b) Is confidential or sensitive information secure area?	n stored on disks,	CDs, or removable	e drives kept in a	Yes	□No
(5	i) What is the PC being used for? DAILY	WORK FUNCT	IONS			
			of the committee?		✓ Yes	□No
//	Are controls present to prevent inappropr	iate/personal use	or the computer?		₩ 1 G2	☐ 140

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

	(7) A b	! - 0		F-7 3.4	
	(7) Are backup procedures being performed on a regular b (a) Where applicable, are backup disks stored in a sec	✓ Yes	□ No		
	✓ Yes	□ No			
	☐ Yes	☑ No			
	M IN PLAC	E TO			
	REMOVE E-MAIL AFTER 90 DAYS. REVIEW OF	OTHER FILES/DOCU	MENTS BY SUPERVISOF	RY WHEN	ГІМЕ
	PERMITS.				
	(10) Are employees aware of the availability of assistance in	resolving computer rela	ated problems?	✓ Yes	□No
	(11) Is anti-virus software regularly utilized on all state-owne	d PCs?		✓ Yes	□No
8. F	PUBLIC CONTACTS	09/25/2008	None	CORRECTED	
a	a. Does the office have extended office hours?			☐ Yes	☑ No
	(1) If so, are they adequate and effective?		NIA	☐Yes	□No
b	o. Are persons served promptly and courteously?			✓ Yes	□No
	(1) Are backup personnel immediately available?			✓ Yes	□No
	(2) Is telephone service both efficient and effective?			✓ Yes	□No
	(3) Are limited duty personnel used for receptionist duties a	nd answering telephone	es?	✓ Yes	□No
	(4) Are officer substitutions for nonuniformed positions kept	at a minimum?		✓ Yes	□No
9. S	SCHOOL BUS DRIVER EXAMINATIONS EVALUATED ACTION REQUIRED None				
a.	 Is school bus driver testing a special duty or a clerical function assigned? SPECIAL DUTY OFFICER 	on, or is a full-time scho	ol bus coordinator		
	(1) Are tests and test keys kept in a secure place?		Harvey State of the State of th	✓ Yes	□No
	(1) Are tests and test keys kept in a secure place?(2) How are interested parties advised of testing procedures	s? VERBALLY GIV	EN AND/OR REFERRED		
		s? VERBALLY GIV	EN AND/OR REFERRED		
	(2) How are interested parties advised of testing procedures	s? VERBALLY GIV	EN AND/OR REFERRED		
	(2) How are interested parties advised of testing procedures	(A			
	(2) How are interested parties advised of testing procedures TRANSPORTATION ENTITY	and missed questions	discussed?	TO APPRO	PRIATE
	(2) How are interested parties advised of testing procedures TRANSPORTATION ENTITY (a) Are exams graded in the presence of the applicant,	and missed questions	discussed?	TO APPRO	PRIATE
	(2) How are interested parties advised of testing procedures TRANSPORTATION ENTITY (a) Are exams graded in the presence of the applicant, (b) Does the officer or coordinator take possession of the	and missed questions	discussed?	TO APPRO	PRIATE
	(2) How are interested parties advised of testing procedures TRANSPORTATION ENTITY (a) Are exams graded in the presence of the applicant, (b) Does the officer or coordinator take possession of the	and missed questions	discussed?	TO APPRO	PRIATE
10. ((2) How are interested parties advised of testing procedures TRANSPORTATION ENTITY (a) Are exams graded in the presence of the applicant, (b) Does the officer or coordinator take possession of the second of the	and missed questions	discussed?	☑ Yes ☑ Yes	PRIATE No No

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

) W	hat controls are in place to ensure officers appear in court	? COURT ATTENDA	NCE AUDITS WITH C	CHECK OF	3 415'S
A	GAINST SUBPOENA AND SGTS. OCCASIONALLY	GO TO COURT.			
(a)	How are appearances minimized following cancellations	? AREA RECEIVES	E-MAIL FROM COUR	TS ON A	DAILY
	BASIS FOR CANCELLATIONS.				
(b)	How are "short notice" cancellations minimized? OFF	ICERS ARE NOTIFIED	AS SOON AS COUR	r notifii	ES THE
	AREA OF CANCELLATION				
					
		perly distributed and co	mpleted on all	✓ Yes	□No
Wh	o is responsible for managing the process? OA/SGTS	Sec.			
(a)	Are court officers performing duties that could be handle	ed by clerical personnel?		☐Yes	✓ No
ARTI	MENTAL MANUALS	9/25/2008	None None	CORRECTE	
e the	number of authorized libraries being maintained?			✓ Yes	□No
Are	the libraries convenient for those who must use them?			✓ Yes	□No
(a)	What controls are in place for "loaning" manuals to empl	loyees? NOTIFICAT	ion is made to th	e ossi w	HO HAS
	THE AREA'S WORKING LIBRARY.		<i>3</i>		
Аге	publications distinctively marked so they can be readily in	dentified?		∀es	□No
(a)	Are the number of libraries excessive or sufficient? SUF	FICIENT			
(b)	Is there a listing available of what should be in each libra-	ary?		Yes	□No
Are	publications kept up-to-date?			✓ Yes	□No
Who	o files publication changes? OSSI				
	(a) Are (b) Are (a) Are	(a) How are appearances minimized following cancellations BASIS FOR CANCELLATIONS. (b) How are "short notice" cancellations minimized? OFF AREA OF CANCELLATION Are CHP 90s, Report of Court Appearance - Civil Action, proappropriate cases? Who is responsible for managing the process? OA/SGTS (a) Are court officers performing duties that could be handled ARTMENTAL MANUALS the number of authorized libraries being maintained? Are the libraries convenient for those who must use them? (a) What controls are in place for "loaning" manuals to empone THE AREA'S WORKING LIBRARY. Are publications distinctively marked so they can be readily in the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are in place for "loaning" manuals to empone the controls are included the controls are i	AGAINST SUBPOENA AND SGTS. OCCASIONALLY GO TO COURT. (a) How are appearances minimized following cancellations? AREA RECEIVES BASIS FOR CANCELLATIONS. (b) How are "short notice" cancellations minimized? OFFICERS ARE NOTIFIED AREA OF CANCELLATION Are CHP 90s, Report of Court Appearance - Civil Action, properly distributed and corappropriate cases? Who is responsible for managing the process? OA/SGTS. (a) Are court officers performing duties that could be handled by clerical personnel? ARTMENTAL MANUALS at the number of authorized libraries being maintained? Are the libraries convenient for those who must use them? (a) What controls are in place for "loaning" manuals to employees? NOTIFICAT THE AREA'S WORKING LIBRARY. Are publications distinctively marked so they can be readily identified? (a) Are the number of libraries excessive or sufficient? SUFFICIENT (b) Is there a listing available of what should be in each library? Are publications kept up-to-date?	AGAINST SUBPOENA AND SGTS. OCCASIONALLY GO TO COURT. (a) How are appearances minimized following cancellations? AREA RECEIVES E-MAIL FROM COUR BASIS FOR CANCELLATIONS. (b) How are "short notice" cancellations minimized? OFFICERS ARE NOTIFIED AS SOON AS COUR. AREA OF CANCELLATION AREA OF CANCELLATION Are CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all appropriate cases? Who is responsible for managing the process? OA/SGTS. (a) Are court officers performing duties that could be handled by clerical personnel? ARTMENTAL MANUALS EVALUATED 9/25/2008 None Are the libraries convenient for those who must use them? (a) What controls are in place for "loaning" manuals to employees? NOTIFICATION IS MADE TO THE THE AREA'S WORKING LIBRARY. Are publications distinctively marked so they can be readily identified? (a) Are the number of libraries excessive or sufficient? SUFFICIENT (b) Is there a listing available of what should be in each library? Are publications kept up-to-date?	AGAINST SUBPOENA AND SGTS. OCCASIONALLY GO TO COURT. (a) How are appearances minimized following cancellations? AREA RECEIVES E-MAIL FROM COURTS ON A BASIS FOR CANCELLATIONS. (b) How are "short notice" cancellations minimized? OFFICERS ARE NOTIFIED AS SOON AS COURT NOTIFIED AREA OF CANCELLATION AREA RECEIVES E-MAIL FROM COURTS ON A COURTS ON AS COURT NOTIFIED AREA OF CANCELLATION ACTION REQUIRED A